

Shark[®]

DuoClean[®] Powered Lift-Away[®] with Anti Hair Wrap Brush-Roll Upright Vacuum

AZ912UK Series

INSTRUCTIONS



THANK YOU

for purchasing the Shark® DuoClean® Powered Lift-Away® with Anti Hair Wrap Brush-Roll Upright Vacuum



TIP: You can find the model and serial numbers on the QR code label located on the back of your unit.

REGISTER YOUR PURCHASE

TO BENEFIT FROM YOUR PRODUCT'S EXTENDED GUARANTEE, SIMPLY REGISTER YOUR PURCHASE AT:

 sharkclean.co.uk/register-guarantee

 0800 862 0453

 Scan QR code using mobile device

Please note, products purchased directly from Shark® are automatically registered.

Benefits of registering your product and creating an account:

- Get easier, faster product support and access to guarantee information
- Access troubleshooting and product care instructions
- Be among the first to know about exclusive product promotions

RECORD THIS INFORMATION

Model Number: _____

Serial Number _____

Date Code: _____

Date of Purchase (Keep receipt): _____

Store of Purchase: _____

TECHNICAL SPECIFICATIONS

Voltage: 220-240V~, 50-60Hz

Watts: 800W

PLEASE READ CAREFULLY AND KEEP FOR FUTURE REFERENCE.

This instruction manual is designed to help you get a complete understanding of your new Shark® DuoClean® Powered Lift-Away® with Anti Hair Wrap Brush-Roll Upright Vacuum.

If you have any questions, please call the customer service line on 0800 862 0453.



CONTENTS

Important Safety Instructions	4
Getting to Know Your Shark® Lift-Away®	6
Assembly	8
Power Cord	9
Settings	10
Brush-Roll Indicator Light	10
Cleaning Modes	11
Emptying the Dust Cup	12
Cleaning the Filters	13
Cleaning the Brush-Roll	14
Checking for Blockages	15
Available accessories	16
Troubleshooting Guide	17
Guarantee Terms and Conditions	18



This marking indicates that this product should not be disposed of with other household wastes throughout the UK. To prevent possible harm to the environment or human health from uncontrolled waste disposal, recycle it responsibly to promote the sustainable reuse of material sources. To return your used device, please use the return and collection systems or contact the retailer where this product was purchased. They can take this product for environmentally safe recycling.

IMPORTANT SAFETY INSTRUCTIONS

FOR HOUSEHOLD USE ONLY • PLEASE READ ALL INSTRUCTIONS BEFORE USING THIS VACUUM.

IF YOU HAVE DELICATE OR WOOL CARPETS, PARTICULARLY LOOP PILE, PLEASE TRY THE VACUUM ON A HIDDEN AREA FIRST TO ENSURE THE SPINNING BRUSH-ROLLS DO NOT DAMAGE OR UNPICK CARPET FIBRES.

⚠ WARNING

REDUCE THE RISK OF FIRE, ELECTRIC SHOCK, INJURY, OR PROPERTY DAMAGE:

⚠ **WARNING:** Children should be supervised to ensure that they do not play with this vacuum cleaner.

GENERAL WARNINGS

- 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 minimise the risk of power cord damage, do not allow the motorised brush-roll to ingest the cord. If this occurs, immediately shut off power to the vacuum and remove the cord.
- 2 Your vacuum cleaner consists of a motorised nozzle, wand, hose, and/or vacuum pod. This device contains electrical connections, electrical wiring, and moving parts that potentially present risk to the user.
- 3 Use only identical replacement parts.
- 4 Carefully observe and follow the instructions provided below to avoid improper use of the vacuum cleaner. **DO NOT** use the vacuum for any purpose other than those described in this manual.
- 5 Before use, carefully inspect all parts for any damage. **DO NOT** use if any parts are damaged.
- 6 The use of an extension cord is **NOT** recommended.
- 7 **CAUTION:** This vacuum cleaner contains electrical connections. This vacuum cleaner contains no serviceable parts.

USE WARNINGS

- 8 This vacuum cleaner 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 vacuum cleaner in a safe way and understand the hazards involved.
- 9 **DO NOT allow the vacuum cleaner to be used by children.** Keep the vacuum cleaner and its cord out of reach of children. Do not allow to be used as a toy. Close supervision is necessary when used near children.

CLEANING AND USE

- 10 Always turn off the vacuum cleaner before connecting or disconnecting any motorised 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. Damage caused by the use of non-Shark® parts may not be covered by your guarantee.
- 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.

SAVE THESE INSTRUCTIONS

READ ALL INSTRUCTIONS BEFORE USE

- 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 motorised floor nozzle become blocked, turn the vacuum cleaner off and unplug from electrical socket. 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 If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similar qualified persons in order to avoid a hazard.
- 20 Use extra care when cleaning on stairs.
- 21 **DO NOT** leave the vacuum cleaner unattended while plugged in.
- 22 When powered on, keep the vacuum cleaner in moving over the carpet surface at all times to avoid damaging the carpet fibres.
- 23 **DO NOT** place vacuum cleaner on unstable surfaces such as chairs or tables.
- 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, petrol, 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 vapours (lighter fluid, petrol, kerosene, paint, paint thinners, mothproofing substances, or flammable dust) Turn off all controls before plugging in or unplugging the vacuum.
- 26 Unplug from electrical socket when not in use and before any maintenance or cleaning.
- 27 To clean: wipe down the unit with water only. Washing with cleaning chemicals could damage the unit.
- 28 During cleaning or routine maintenance, **DO NOT** cut anything other than hair, fibres, or string wrapped around the brush-roll.
- 29 Allow all filters to air-dry completely before replacing in the vacuum to prevent liquid from being drawn into electrical parts.
- 30 Make sure the dust cup and all filters are in place after routine maintenance.
- 31 Secure the power cord around the two cord hooks during storage.

SAVE THESE INSTRUCTIONS

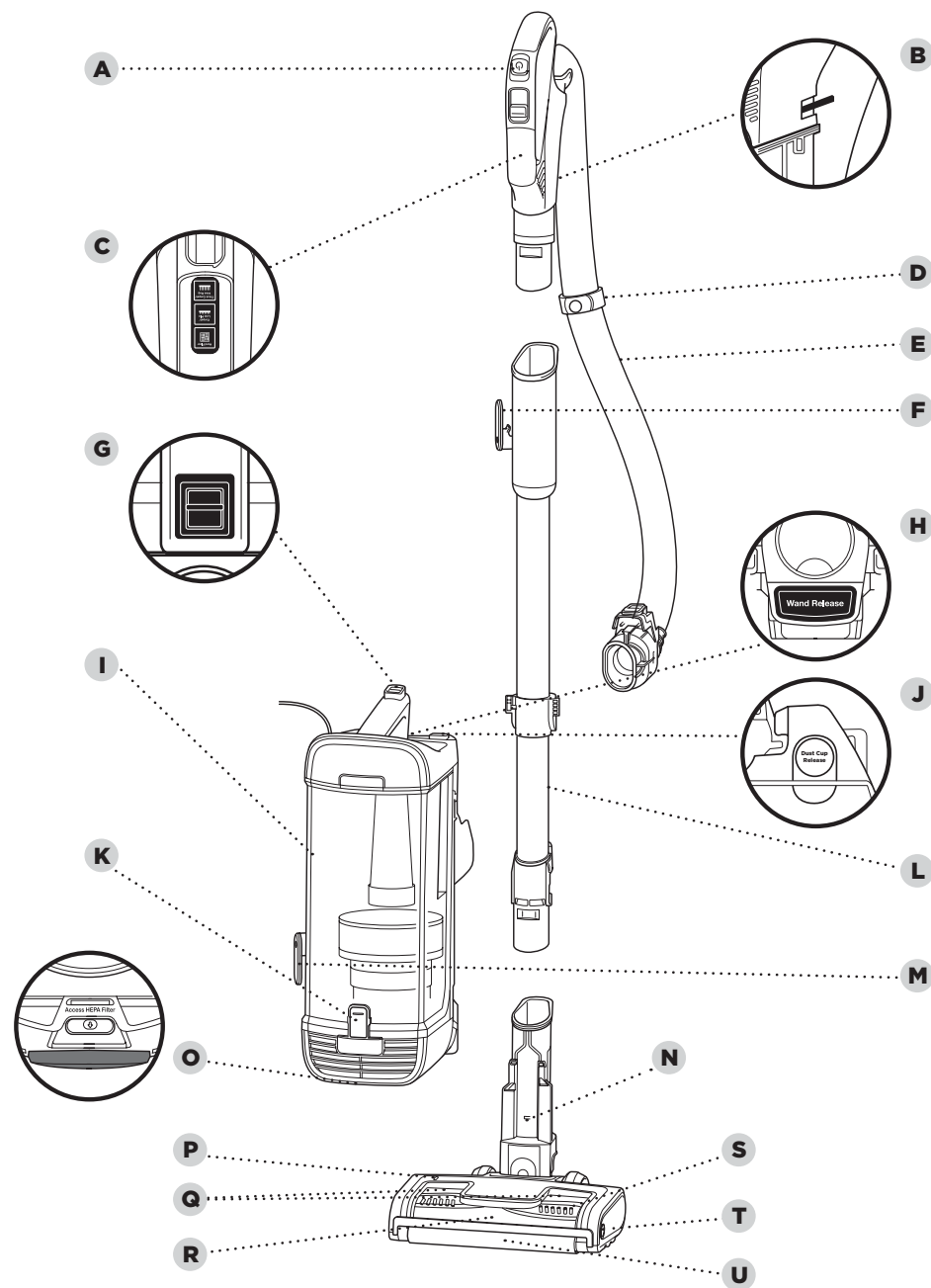
GETTING TO KNOW YOUR SHARK® DUOCLEAN® POWERED LIFT-AWAY® WITH ANTI HAIR WRAP BRUSH-ROLL UPRIGHT VACUUM

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.

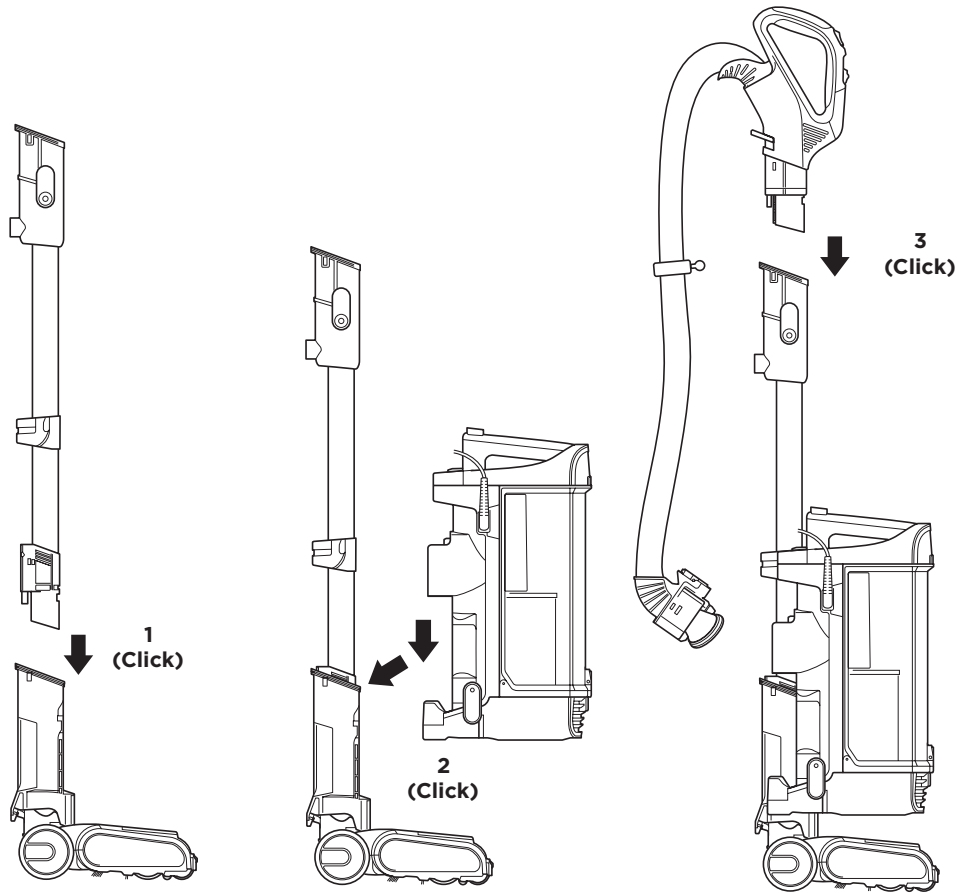
MAIN UNIT

- A** Power Switch
- B** Handle Release Button
- C** Surface Selector
- D** Hose Clip
- E** Hose
- F** Upper Cord Hook
- G** Powered Lift-Away® Button
- H** Wand Release Button
- I** Lift-Away® Pod
- J** Dust Cup Release Button
- K** Dust Cup Empty Latch
- L** Wand
- M** Lower Cord Hook
- N** Motorised Floor Nozzle
- O** Filter Access
- P** Brush-Roll Indicator Light
- Q** Headlights
- R** Brush-Roll Garage
- S** Anti-Hair Wrap Brush-Roll
- T** Brush-Roll Release
- U** Soft Roller



NOTE: The dustcup has to be removed to see the filter access button.

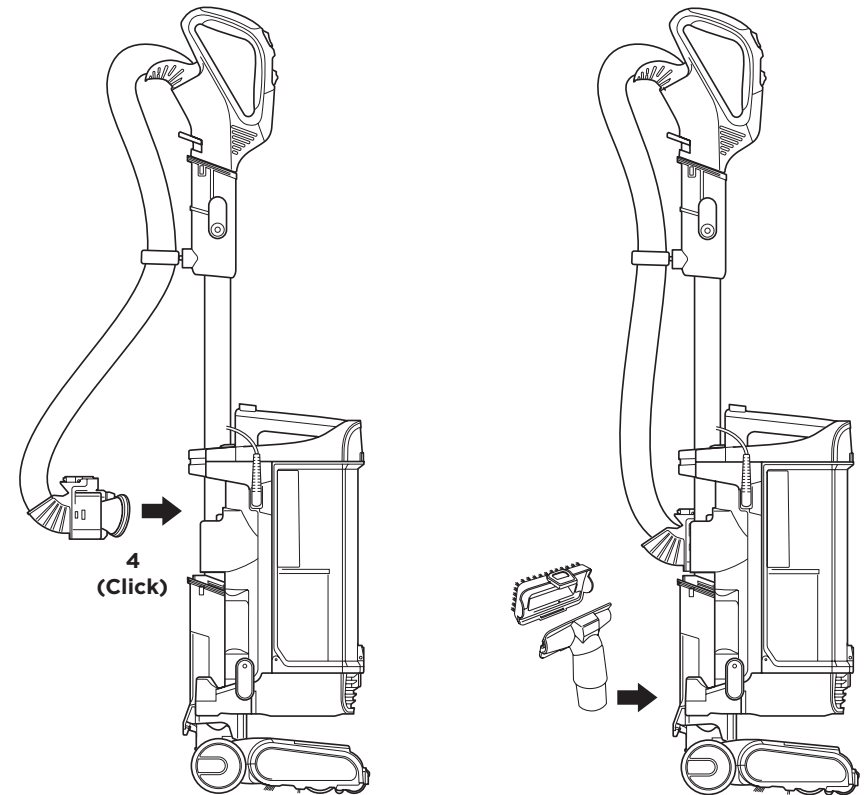
ASSEMBLY



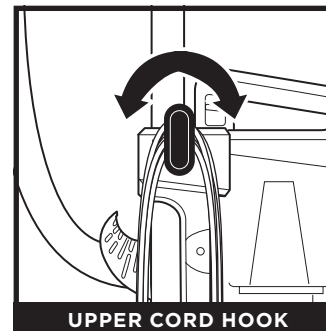
1. Place motorised **Nozzle** on floor and insert **Wand**, pressing it in until it clicks securely into place.
2. Place **Pod** onto wand and slide down to connect.
3. Insert **Handle** into wand, pressing it in until it clicks securely into place.
4. Connect **Hose** to back of pod, pressing it in until it clicks securely into place.
5. Store included accessories on the **Accessory Posts** on the pod.

IMPORTANT: For proper operation, ensure all connections are securely clicked into place.

ASSEMBLY



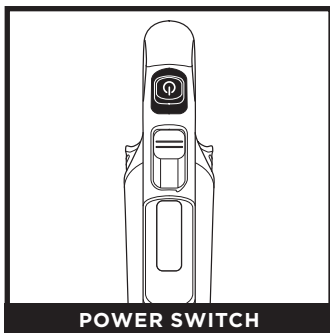
POWER CORD



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

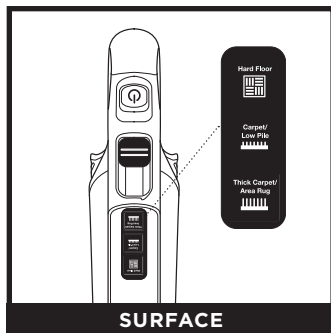
OPERATING THE VACUUM

SETTINGS



POWER SWITCH

Press power button to turn on vacuum. Please note the brush-rolls will not spin until you have stepped on the floor nozzle and tilted the handle back.



SURFACE

Thick Carpet & Area Rug Cleaning

Slide the surface switch to the top position to select Thick Carpet/Area Rug.

Carpet & Low Pile Cleaning

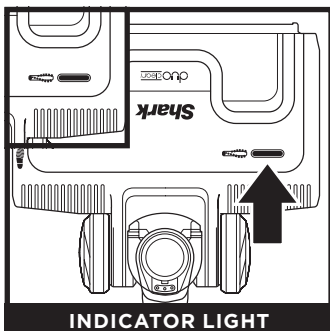
Slide the surface switch to the middle position to select Carpet/Low Pile to increase the speed of the brush-rolls and to help remove stuck-on dust and debris.

Hard Floor Cleaning

Slide the surface switch to the bottom position to select Hard Floor.

NOTE: Brush-rolls will spin in all modes

BRUSH-ROLL INDICATOR LIGHT



INDICATOR LIGHT

WHAT DOES THE BRUSH-ROLL INDICATOR LIGHT MEAN?

Solid Green: The brush-rolls are spinning and working as they should.

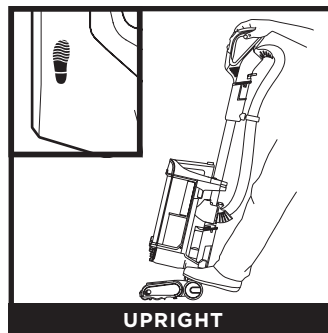
Solid Red: There is a jam in the brush-roll area. Turn off the vacuum and unplug it, then remove any blockages in the nozzle.

Flashing Red: The motorised 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.

Flashing Green: The vacuum is operating in an environment that is either too hot or too cold. This vacuum will only function properly in temperatures ranging from 0°C (32°F) to 40°C (104°F). Turn the vacuum off and adjust the room temperature. Once the temperature has reached the operating range, turn the vacuum back on.

OPERATING THE VACUUM

CLEANING MODES



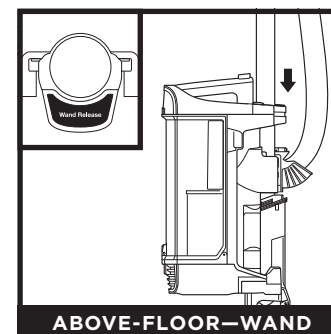
UPRIGHT

To engage brush-rolls, step on floor nozzle and tilt handle back.



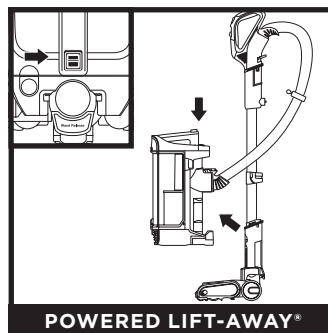
ABOVE-FLOOR—HANDLE

Press the **Handle Release** latch to detach the handle from the wand.



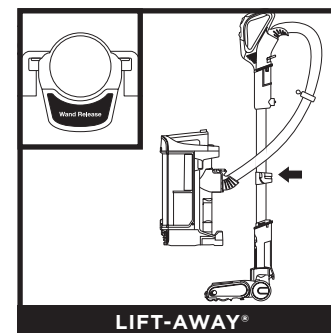
ABOVE-FLOOR—WAND

Press the **Wand Release** button to detach the wand from the pod.



POWERED LIFT-AWAY*

Press the **Powered Lift-Away*** button to detach the pod from the floor nozzle.

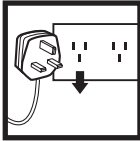


LIFT-AWAY*

With pod removed, press the **Wand Release** button to detach the wand from the floor nozzle.

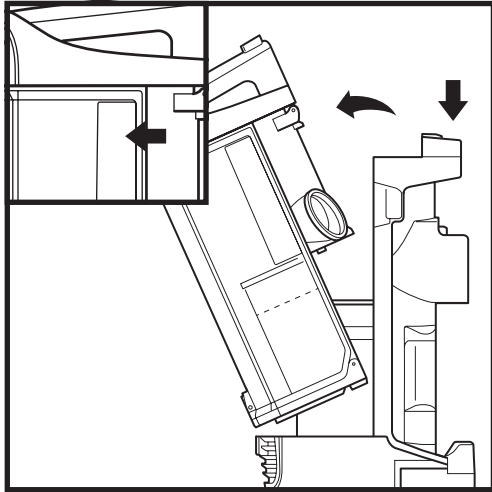
NOTE: All accessories are compatible with both the wand and the handle.

EMPTYING THE DUST CUP

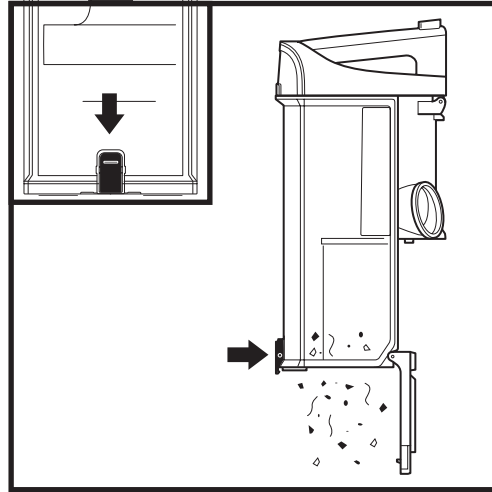


IMPORTANT: Unplug the cord before performing any maintenance.

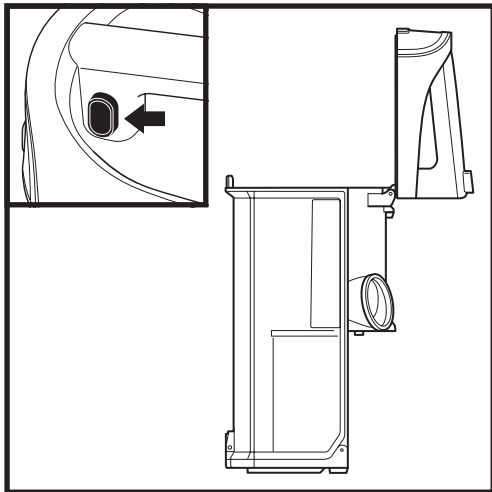
NOTE: Empty the dust cup when or before the debris reaches the max fill line.



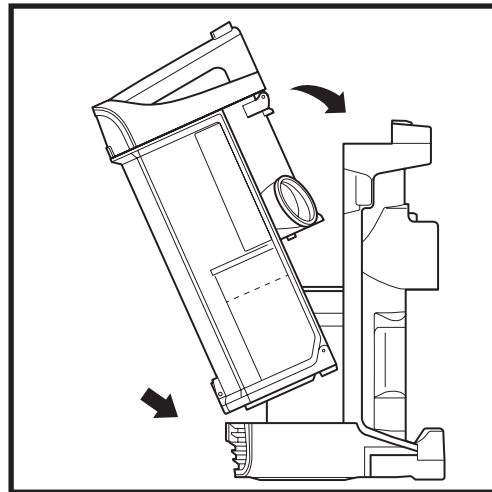
To remove **Dust Cup**, press release button on top of the pod. Tilt dust cup away from wand, then lift to remove.



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



To remove collected debris from **Lint Screen**, press top release buttons either side of the handle and lift handle to access screen.



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

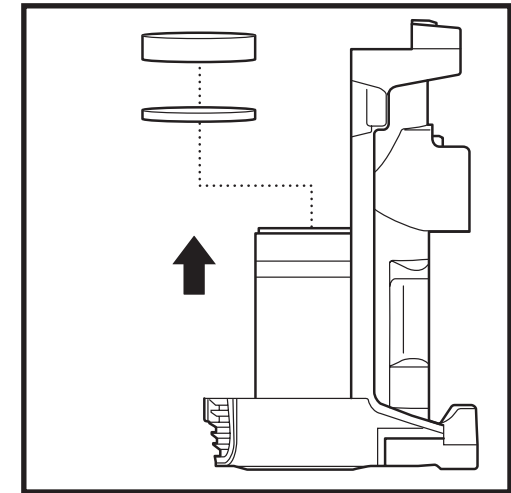
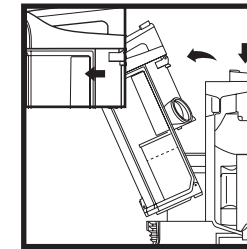
CLEANING AND REPLACING THE FILTERS

CLEANING FILTERS

Regularly wash, dry and replace the filters to maintain your vacuum's suction power.

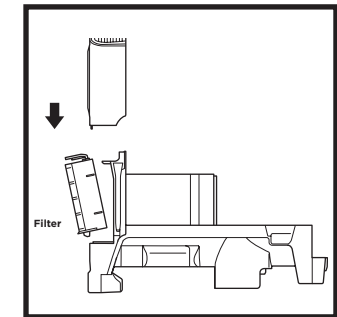
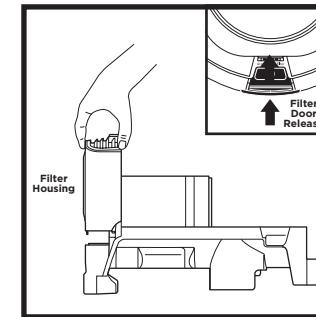
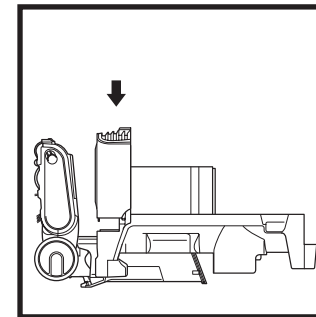
To prevent damage from cleaning chemicals, rinse filters with cold water only. Allow all filters to air-dry for at least 24 hours before reinstalling them to prevent liquid from being drawn into electric parts.

IMPORTANT: DO NOT use soap when cleaning the filters.



CLEAN PRE-MOTOR FILTERS EVERY MONTH

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



CLEAN POST MOTOR FILTER EVERY YEAR

Lie unit flat on the floor so you can see the post motor filter underneath. With the dustcup removed, press button on filter housing and pull forward. Remove post motor filter by pressing black tab until it clicks and is released from the unit. To reinstall, insert the filter into the unit by clicking into place and re-attach the filter housing.

NOTE: The pre-motor filters should be replaced every 2.5 years. The post-motor filter should be replaced every 3 years.

MAINTENANCE

NOZZLE MAINTENANCE

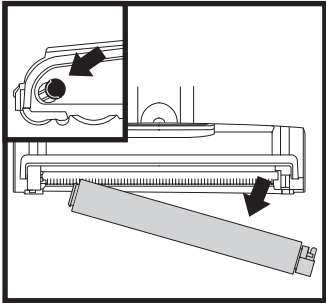
ANTI HAIR WRAP BRUSH-ROLL

If any hair is wrapped around the brush-roll, 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 Anti Hair Wrap brush-roll to remove the hair wrap and send it to the dust cup.

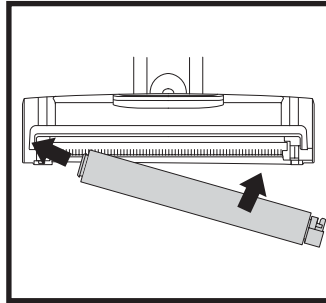
If you run over a hard or sharp object or notice a noise change while vacuuming, check for blockages or objects caught in the brush-roll.

If some fibres remain wrapped around the brush-roll after continued use, clear them from the brush-roll.

CLEANING THE SOFT ROLLER

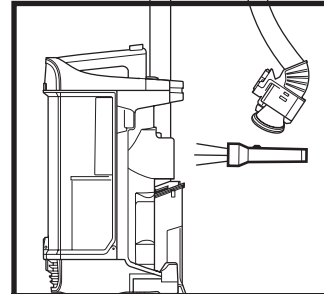


Slide the Soft Roller access button forward to release the Soft Roller.



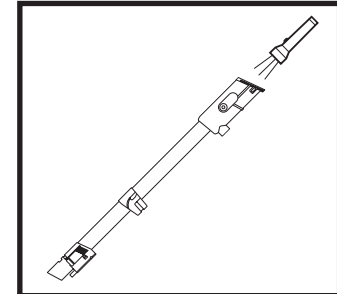
Hand wash the Soft Roller as needed. Use only water, and allow it to air-dry completely for at least 24 hours. Reinsert the Soft Roller in the front of the nozzle until it clicks into place.

CHECKING FOR BLOCKAGES



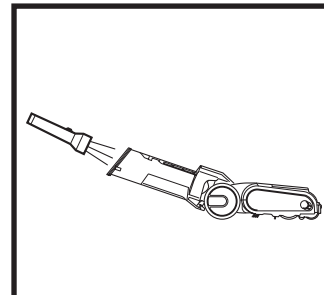
HOSE BLOCKAGE

Detach hose from vacuum pod, and check hose and opening on back of pod for blockages.



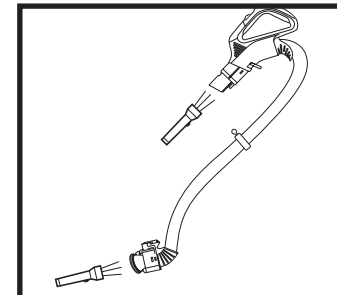
WAND BLOCKAGE

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



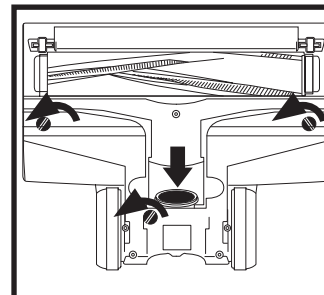
POD BLOCKAGE

Detach wand from floor nozzle, tilt nozzle neck back, and check opening for blockages.



HANDLE/HOSE BLOCKAGE

Detach handle from wand and the hose from the vacuum pod, and check openings for blockages.



NOZZLE HOSE BLOCKAGE

To access the nozzle hose, open the locks on the bottom of the nozzle. With a coin, turn the locks counterclockwise, then lift the cover and clear any blockages.

NOTE: Torch not included

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 sharkclean.co.uk.

A Crevice Tool

This slender tool offers extended reach to access corners, kick boards and skirting boards, tight spaces, and ceilings.

B Upholstery Tool

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

C Multi Surface Tool

A single convertible tool. 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.

D 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.

E Pet Power Brush

The turbine brush loosens and removes pet hair is ideal for removing debris from stairs, and powerfully deep-cleans dander out of upholstery and other surfaces.

F Under-Appliance Wand

Clean under and behind hard-to-move appliances and furniture with this adjustable tool. Flip the extension piece over to clean the underside of appliances.

G Anti-Allergen Dust Brush

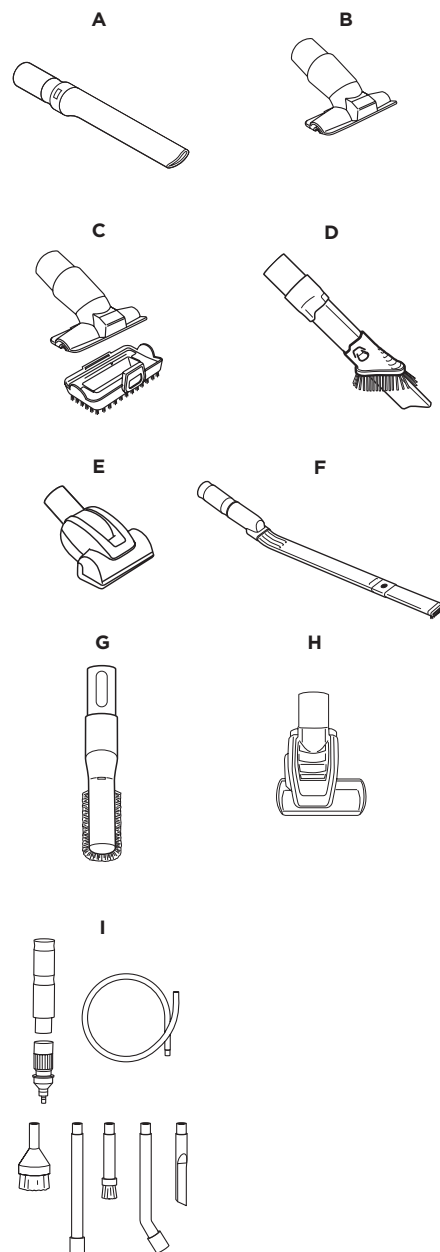
This brush features nylon fibre bristles specifically designed for removing fine dust and allergen particles from the most delicate surfaces.

H Anti Hair Wrap Pet Power Brush

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

I Home & Car Detail Kit

Deep-clean your car or hard-to-reach areas in your home. Micro-sized tools let you clean around delicate objects and access the tightest spaces like car vents and computer keyboards.



Power cord caught in brush-roll or floor nozzle.

- To minimise 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 brush-roll or nozzle.
- 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.

Vacuum is not picking up debris. No 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 re-inserting 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 fibres, or hair that may be wrapped around the brush-rolls.

Vacuum lifts area rug.

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

Brush-roll/soft roller does not spin.

- If brush-roll indicator light on the floor nozzle turns red, the brush-roll 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.
- Once the blockage is removed, with the power on, step on the floor nozzle and tilt the handle back. The brush-rolls should then spin and cleaning can resume.

Vacuum turns off on its own or brush-roll 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 cleaning filters section).
 3. Check for blockages in hose, accessories, and inlet openings.
 4. Allow unit to cool for a minimum of 60 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; push and 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, visit sharkclean.co.uk/customer-care or contact customer service on: 0800 862 0453.

FIVE (5) YEAR LIMITED GUARANTEE

When a consumer buys a product in the UK, they get the benefit of legal rights relating to the quality of the product (your "statutory rights"). You can enforce these rights against your retailer. However, at Shark® we are so confident about the quality of our products that we give you an additional manufacturer's warranty of up to five years upon registration with Shark®. Offer valid only in United Kingdom and Republic of Ireland. These terms and conditions relate to our manufacturer's guarantee only - your statutory rights are unaffected.

The conditions below describe the prerequisites and scope of our guarantee.

Shark® Guarantees

A household appliance like a vacuum cleaner constitutes a sizeable investment. Your new machine needs to work properly for as long as possible. The guarantee it comes with is an important consideration - and reflects how much confidence the manufacturer has in its product and manufacturing quality.

Every Shark® machine comes with a free parts and labour guarantee. Our customer service helpline (0800 862 0453) is open from 9.00am to 6.00pm Monday - Friday. It's free to call, and you'll be put straight through to a Shark® representative. You'll also find online support at sharkclean.co.uk.

How do I register my extended Shark® guarantee?

If you have purchased your vacuum directly from sharkclean.co.uk your extended guarantee is registered automatically. You can also register your guarantee online within 28 days of purchase. To save time, you'll need the following information about your machine:

- Date you purchased the machine (receipt or delivery note)
- Model Number

IMPORTANT

- Both the 1 year and the extended 4 years guarantee will only cover your product from the date of purchase.
- Please keep your receipt at all times. Should you need to use your extended guarantee we will need your receipt to verify the information you have supplied to us is correct. The inability to produce a valid receipt may invalidate your ability to claim against your guarantee.

What are the benefits of registering my free Shark® guarantee?

When you register your guarantee we'll have your details on hand if we ever need to get in touch. You can also receive tips and advice on how to get the best out of your Shark® vacuum and hear the latest news about new Shark® technology and launches.

If you register your guarantee online, you'll get instant confirmation that we've received your details.

How long are new Shark® machines guaranteed for?

Our confidence in our design and quality control means that your new Shark® vacuum cleaner is guaranteed for a total of five years (1 year plus an extended guarantee of 4 years).

What is covered by the free Shark® guarantee?

At Shark's discretion repair or replacement of your Shark® machine, including all parts and labour. A Shark® guarantee is in addition to your legal rights as a consumer.

What is not covered by the free Shark® guarantee?

- Blockages – for details of how to unblock your vacuum cleaner, please refer to the Operating Manual.
- Normal wear and tear such as brush bar, fuse, belt etc.
- Accidental damage, faults caused by negligent use or care, misuse, neglect, careless operation or handling of the vacuum cleaner which is not in accordance with the Shark® Operating Manual supplied with your machine.
- Use of the vacuum cleaner for anything other than normal domestic household purposes.
- Use of parts not assembled or installed in accordance with the operating instructions.
- Use of parts and accessories which are not Shark® Genuine Components.
- Faulty installation (except where installed by Shark®).
- Repairs or alterations carried out by parties other than Shark® or its agents.

What happens when my guarantee runs out?

Shark® does not design products to last for a limited time. We do appreciate that there may be a desire for our customers to want to repair their vacuum cleaners after the guarantee has lapsed. In this case please contact our Freephone customer service help line and ask about our out of guarantee program, on 0800 862 0453.

Where can I buy genuine Shark® spares and accessories?

Shark® spares and accessories are developed by the same engineers who developed your Shark® vacuum. You'll find a full range of accessories, spares and replacement parts for all Shark® machines at sharkclean.co.uk. Only use Shark® branded filters and accessories. Damage caused by use of non-Shark® parts may not be covered by your guarantee.

NOTES

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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.

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