

Shark®

POWERED *Lift-Away*™

NV800ANZ

Series

INSTRUCTIONS



AUST: 1800 890 840



NZ: 0800 002 999

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.

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 AUST: 1800 890 840 or NZ: 0800 002 999.



GMA-501823-EA

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IMPORTANT SAFETY INSTRUCTIONS

FOR HOUSEHOLD USE ONLY

WARNING

This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety. Children should be supervised to ensure that they do not play with the appliance.

CAUTION: THE MOTORIZED FLOOR NOZZLE, WAND, AND HANDLE CONTAIN ELECTRICAL CONNECTIONS:

- These are not serviceable parts.
 - Do not use to suck up water.
 - Do not immerse in water for cleaning.
 - The handle/wand should be checked regularly and must not be used if damaged.
-

- 1** Inspect supply cord and plug for any damage before use. If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard. DO NOT use vacuum cleaner with a damaged with a damaged cord or plug. Turn off all controls before plugging in or unplugging the vacuum cleaner. Store your vacuum cleaner with the supply cord secured around the two cord hooks.
- 2** DO NOT use outdoors or on wet surfaces. Use only on dry surfaces.
- 3** The plug must be removed from the socket-outlet before cleaning or maintaining the appliance.
- 4** If vacuum cleaner is not working as it should, or has been dropped, damaged, left outdoors, or dropped into water, return it to the manufacturer for examination, repair, or adjustment.
- 5** DO NOT pull or carry vacuum cleaner by the cord or use the cord as a handle.

- 6** DO NOT unplug by pulling on cord. Grasp the plug, not the cord.
- 7** DO NOT handle plug or vacuum cleaner with wet hands.
- 8** DO NOT run the vacuum cleaner over the power cord, close a door on the cord or pull the cord around sharp corners.
- 9** The use of an extension cord is NOT recommended.
- 10** DO NOT leave vacuum cleaner unattended when plugged in.
- 11** Keep cord away from heated surfaces.
- 12** Always turn off this appliance before connecting or disconnecting motorized nozzle.

GENERAL USE

- 13** Hair removal tool has a sharp edge. Take care when using and keep tool away from children.
- 14** Use only as described in this manual.
- 15** Keep your work area well lit.
- 16** Keep the vacuum cleaner moving over the carpet surface at all times to avoid damaging the carpet fibers.
- 17** DO NOT place vacuum cleaner on unstable surfaces such as chairs or tables.
- 18** DO NOT put any objects into openings. DO NOT use with any opening blocked; keep free of dust, lint, hair, and anything that may reduce airflow.

SAVE THESE INSTRUCTIONS

PLEASE READ CAREFULLY BEFORE USE

- 19** DO NOT allow the appliance to be used by children. Close supervision is necessary when used near children. This is not a toy.
- 20** DO NOT use without brushroll, Soft Roller, dust cup, and all filters in place.
- 21** DO NOT use if 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 turn on the unit again.

22 Keep nozzle away from hair, face, fingers, uncovered feet, or loose clothing.

23 Only use manufacturer's recommended attachments.

DUST CUP/FILTERS/ACCESSORIES

Before turning on the vacuum:

- 24** Make sure that all filters are thoroughly dry after routine cleaning.
- 25** Make sure brushroll, Soft Roller, dust cup, and all filters are in place after routine maintenance.
- 26** Make sure accessories are free of blockages and keep openings away from face and body.
- 27** Only use Shark®-brand filters and accessories (failure to do so will void the warranty).

GENERAL CLEANING

- 28** DO NOT vacuum up hard or sharp objects such as glass, nails, screws, or coins that could damage the vacuum cleaner.
- 29** DO NOT vacuum up drywall dust, fireplace ash, or embers. DO NOT use as an attachment to power tools for dust collection.
- 30** DO NOT vacuum up smoking or burning objects such as hot coals, cigarette butts, or matches.
- 31** DO NOT vacuum up flammable or combustible materials (e.g., lighter fluid, gasoline, or kerosene) or use vacuum in areas where they may be present.
- 32** DO NOT vacuum up toxic solutions (e.g., chlorine bleach, ammonia, or drain cleaner).
- 33** DO NOT use in an enclosed space where vapors are present from paint, paint thinner, moth-proofing substances, flammable dust, or other explosive or toxic materials.
- 34** DO NOT vacuum up any liquids.
- 35** DO NOT immerse vacuum cleaner in water or other liquids.
- 36** Use extra care when cleaning on stairs.

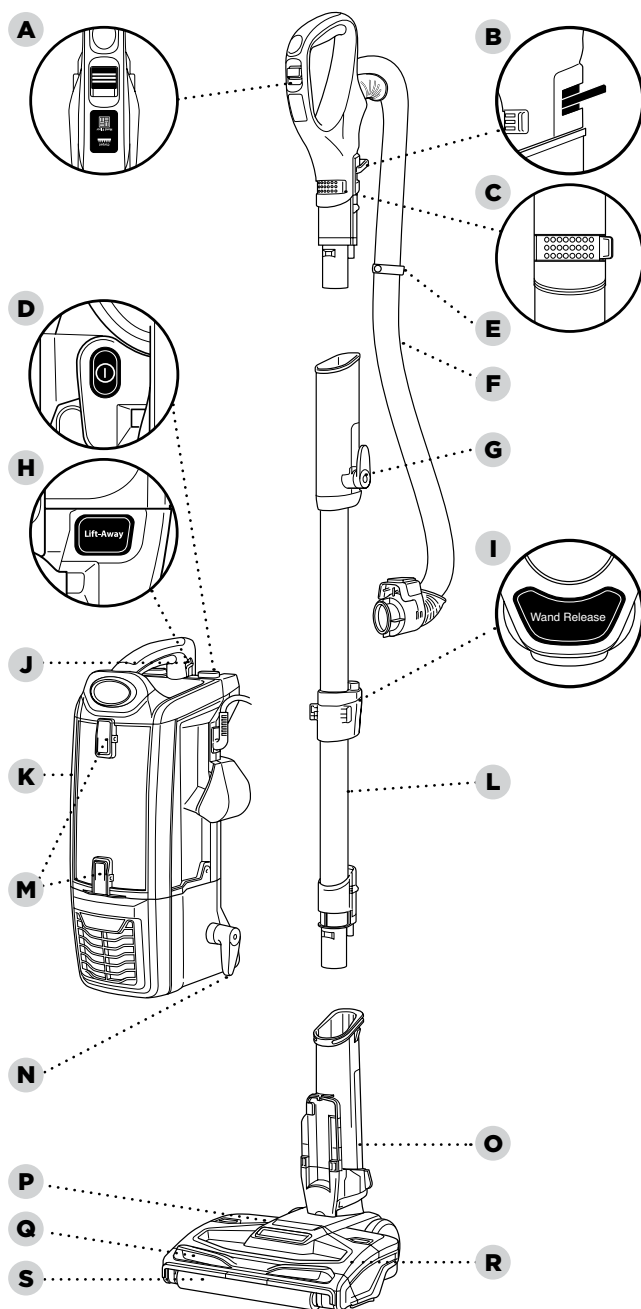
GETTING TO KNOW YOUR SHARK® POWERED LIFT-AWAY™ DUOCLEAN™

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.

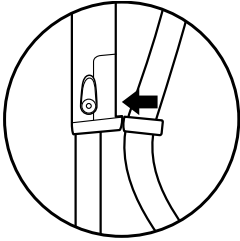
MAIN UNIT


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

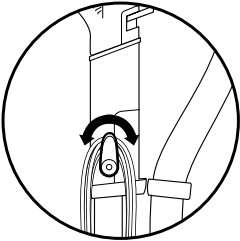



ASSEMBLING YOUR VACUUM

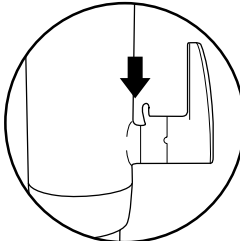
 **TIP:** Push hose clip into back of wand for convenience.



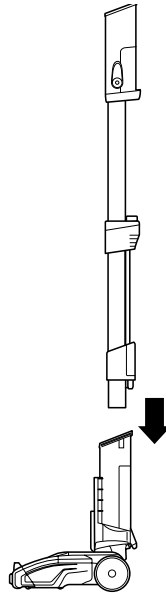
 **TIP:** For quick cord access, rotate upper hook down and remove cord.



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

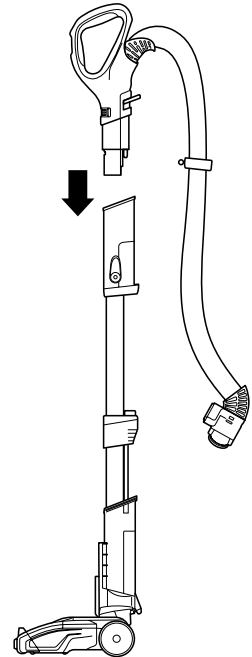


STEP 1

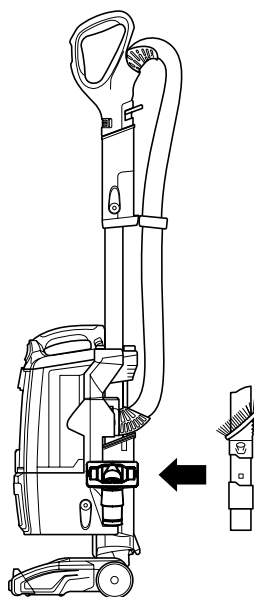
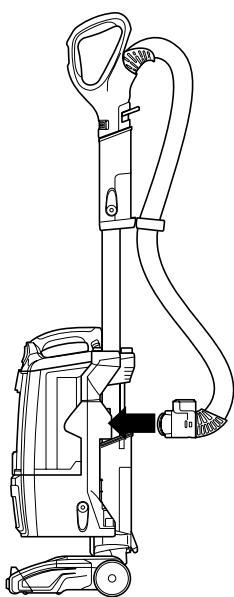
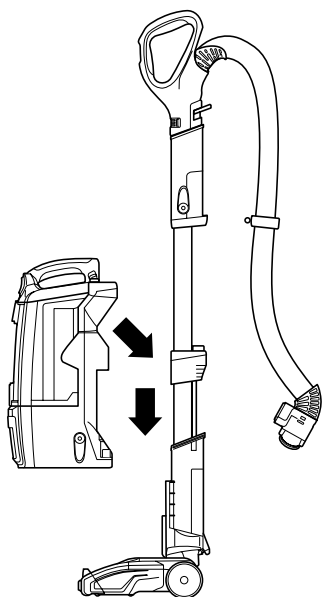


- 1 Place motorized floor nozzle on floor and insert wand.

STEP 2



- 2 Insert handle into wand.

STEP 3**STEP 4****STEP 5**

3 Place pod onto wand and slide down to connect.

4 Connect hose into back of pod until you hear a click.

5 Place included accessories their accessory posts.

USING YOUR VACUUM IN UPRIGHT MODE

⚠ WARNING: DO NOT use to vacuum up drywall dust, fireplace ash, or embers. DO NOT use as an attachment to power tools for dust collection.

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.

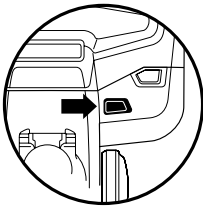
Flashing Red*

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

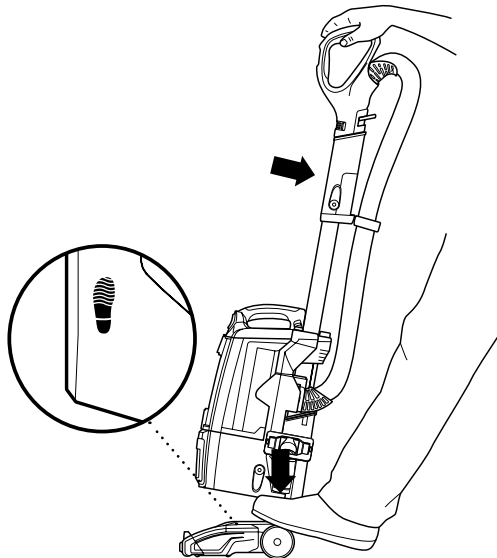
No Light

The brushrolls are off because the vacuum is off.

*See Troubleshooting section for further instructions.

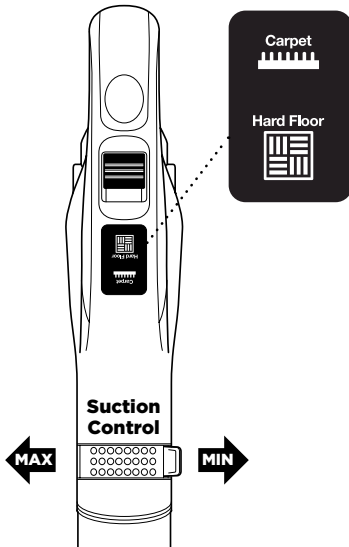


STEP 1

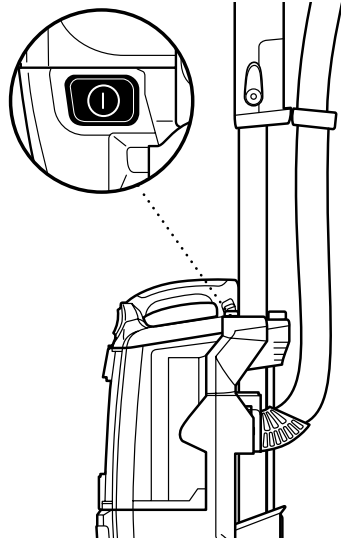


- 1 Plug power cord into outlet. Place foot on floor nozzle and tilt handle back.

STEP 2



STEP 3



- 2** The Powered Lift-Away DuoClean™ has a 2-speed Slider Switch on the handle. Move the Slider Switch to appropriate speed setting. The soft roller spins in both settings to pick up extra dust and debris.

Hard Floor

The brushrolls spin slowly to pick up fine dust and large debris on hard floors.

Carpet

The brushrolls spin faster to pick up debris on and below the surface of your carpets.

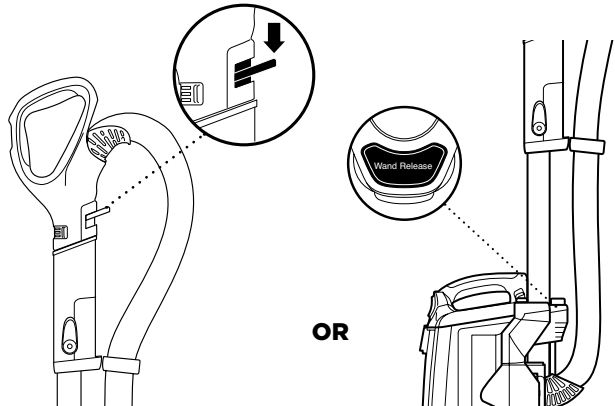
- 3** Press power button to turn vacuum on to start cleaning. Please note the brushrolls will not spin unless the wand is reclined.

USING YOUR VACUUM IN ABOVE-FLOOR MODE

THE BENEFITS OF SUCTION CONTROL

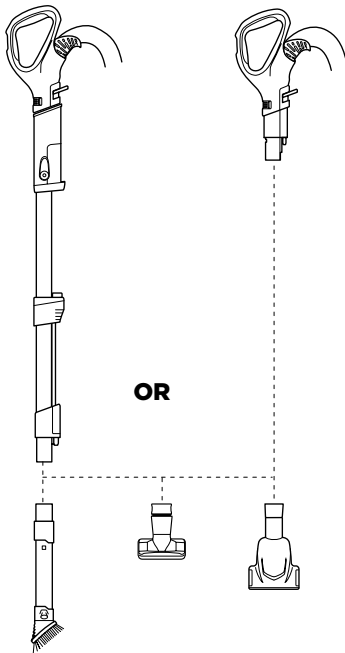
Suction Control is a way for you to adjust suction power when you are using different tools or vacuuming different surfaces. For example, if you are feeling resistance while vacuuming thick carpet or upholstery, slide Suction Control toward MIN to help reduce your push/pull effort.

STEP 1



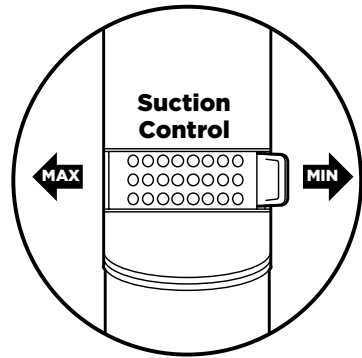
- 1** Press the Handle Release **OR** Press the Wand Release button when you need to clean within short reach. button when you need to clean with a longer reach.

STEP 2



- 2** Insert desired tool directly onto wand or handle.

STEP 3



- 3** The Suction Control slide, located at the base of the top handle, offers variable suction based on your needs. Slide toward MIN to minimize suction, and slide toward MAX to maximize suction.

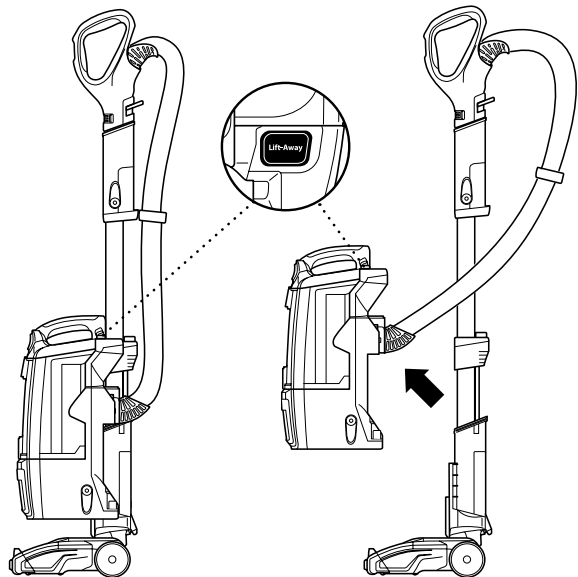
USING YOUR VACUUM IN POWERED LIFT-AWAY™ MODE

⚠ WARNING: Ensure solid footing when using in Lift-Away mode.

Using when you don't have stable footing may result in personal injury.

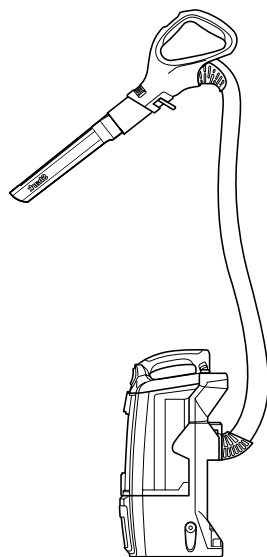
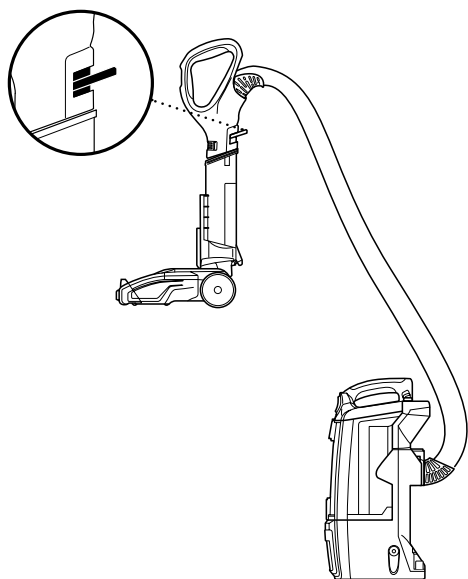
WHAT IS POWERED LIFT-AWAY?

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 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, go to sharkclean.com.au or sharkclean.co.nz

A Pet Power 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.

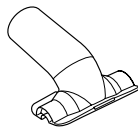
C Duster Crevice

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.

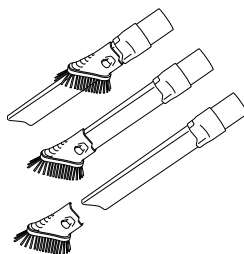
A



B



C



MAINTENANCE

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

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⚠ WARNING: To reduce the risk of shock and unintended operation, turn power off and unplug unit before servicing.

⚠ Hand wash with water only to prevent damage from cleaning chemicals. Allow ALL filters to dry completely before replacing in the vacuum to prevent liquid from being drawn into electric parts.

★ IMPORTANT: Do not use soap when cleaning the HEPA filter.

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RECOMMENDED FILTER CLEANING SCHEDULE:

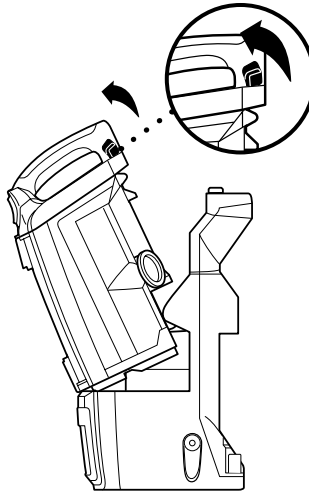
Pre-Motor Filter Kit

(Foam & Felt)
XFF680
Clean every 3 months.

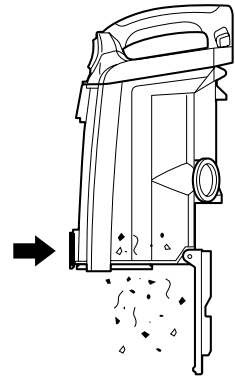
Post-Motor Filter

(HEPA)
XHF680
Clean once a year.

STEP 1



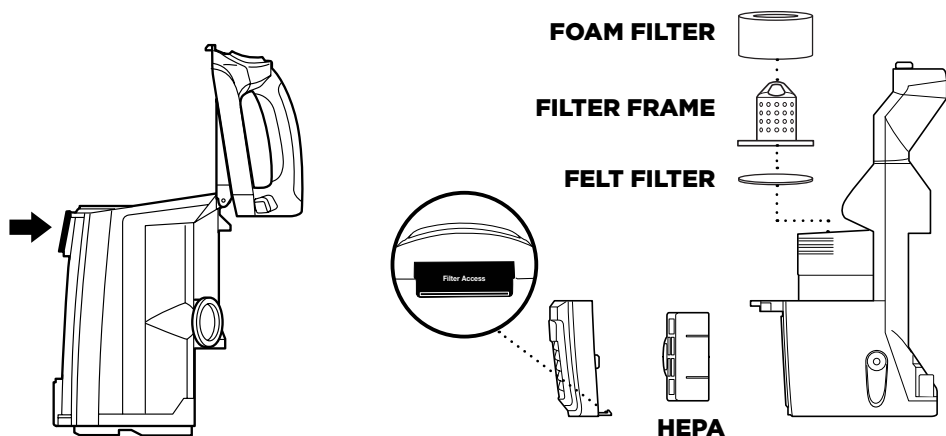
STEP 2



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 bottom dust-cup empty latch.

STEP 3



CLEANING THE FILTERS

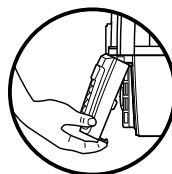
3 Press top dust-cup empty latch to access dust screen and remove built-up debris as required.

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):

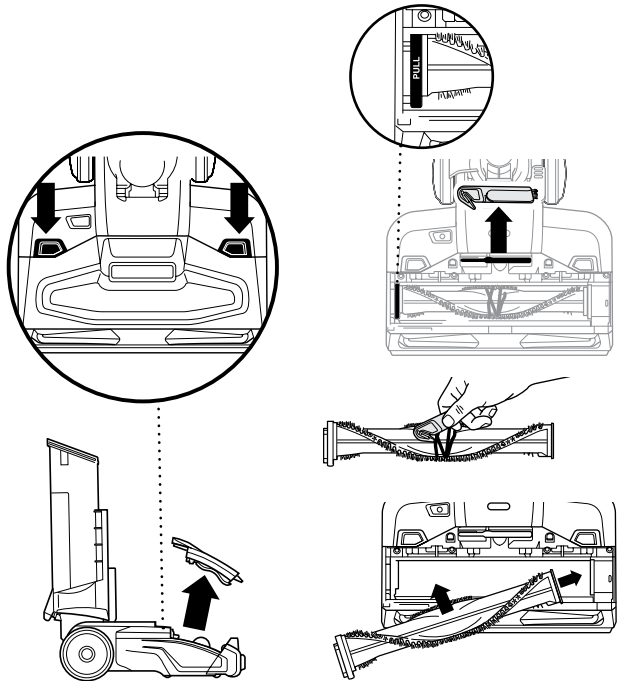
To access the HEPA filter, reach under the grill, press the button, and pull the grill away from the vacuum. Remove and rinse the HEPA filter.



MAINTENANCE

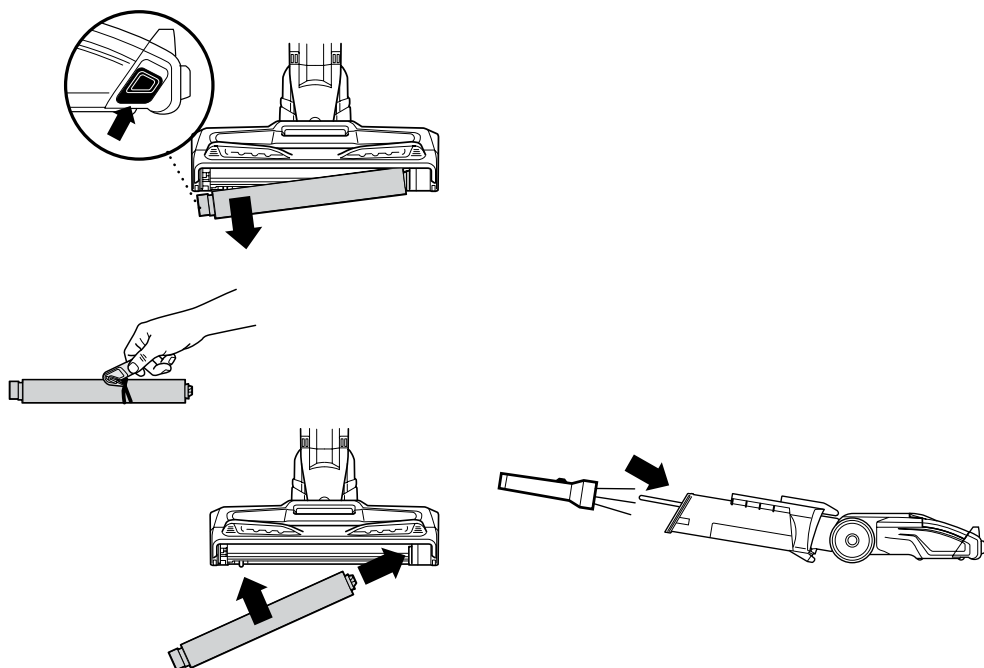
⚠ WARNING: To reduce the risk of shock and unintended operation, turn power off and unplug unit before servicing.

💡 TIP: You can also check for blockages in the hose and tubes. Just remove 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 you hear it click 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. To clear a blockage, insert a long object such as a wooden spoon into the nozzle connector.

TROUBLESHOOTING GUIDE

⚠ WARNING: To reduce the risk of shock and unintended operation, turn power off and unplug unit before servicing.

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 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 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.
- To minimize suction, refer to Suction Control section for more information on how to use.

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.
- If Brushroll Indicator light repeatedly turns red while vacuuming carpet, try moving Suction Control slide to MIN.
- 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 AUST: 1800 890 840 or NZ: 0800 002 999

Shark | NINJA **FIVE (5) YEAR LIMITED REPLACEMENT WARRANTY**

If your product becomes defective due to faulty material or workmanship within a period of 5 years from the date of purchase, we warrant to do the following:

- For New Zealand Consumers: We will replace the product with a new product, free of charge, or repair the product at our cost, 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.

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 in order 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.

Your warranty does not cover;

- 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.
- 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.

This warranty does not apply to accessories supplied with the item.

This warranty applies only to the original purchaser and may not be transferred.

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

Please note:

Only the defective product or parts returned to place of purchase will be replaced under this warranty.

New Zealand Contact:

Brand Developers Limited

Unit H, 686 Rosebank Road,

Avondale 1026, Auckland, New Zealand

Private Bag 93204, Parnell, Auckland 1151

FAX: +64 9 306 8203

NZ Customer Care: 0800 002 999

Australia Contact:

Brand Developers Aust Pty Ltd

Unit 3, 2 Roussos Place,

Truganina, VIC 3029, AUSTRALIA

FAX: +61 3 9681 7825

AUST Customer Care: 1800 890 840



GMA-501823-EA



**Exclusively Distributed
Throughout Australasia by:**

Brand Developers Aust Pty Ltd

Unit 3, 2 Roussos Place,
Truganina, VIC 3029, AUSTRALIA
AUST Customer Care: 1800 890 840

Brand Developers Limited

Unit H, 686 Rosebank Road,
Avondale, 1026 Auckland, NEW ZEALAND
NZ Customer Care: 0800 002 999

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