

# ***Shark***

## **DUO** clean®

### **Powered Lift-Away™**

## **AX950UK**

**Series**

---

### **INSTRUCTIONS**



 [sharkclean.eu](http://sharkclean.eu)

 0800 862 0453

# THANK YOU

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



## REGISTER YOUR PURCHASE

- registermyshark.com
- 0800 862 0453
- Scan QR code using mobile device

## RECORD THIS INFORMATION

Model Number: \_\_\_\_\_  
Serial Number: \_\_\_\_\_  
Date of Purchase (Keep receipt): \_\_\_\_\_  
Store of Purchase: \_\_\_\_\_

## TECHNICAL SPECIFICATIONS

Voltage: 220-240V~, 50-60Hz  
Watts: 750W

## 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.

If you have any questions, please call the Customer Service line on 0800 862 0453.

# CONTENTS

<b>Important Safety Instructions</b> .....	<b>3</b>
<b>Getting to Know Your Shark DuoClean Powered Lift-Away</b> .....	<b>5</b>
<b>Assembling Your Vacuum</b> .....	<b>7</b>
<b>Using Your Vacuum in Upright Mode</b> .....	<b>9</b>
What Does the Brushroll Indicator Light Mean? .....	9
<b>Using Your Vacuum in Above-Floor Mode</b> .....	<b>11</b>
<b>Using Your Vacuum in Powered Lift-Away Mode</b> .....	<b>13</b>
Powered Lift-Away Cleaning .....	13
Lift-Away Cleaning .....	14
<b>Compatible Accessories</b> .....	<b>17</b>
<b>Maintenance</b> .....	<b>19</b>
Emptying the Dust Cup .....	19
Cleaning the Filters .....	20
Cleaning the Brushroll .....	21
Cleaning the Soft Roller .....	22
Checking the Nozzle for Blockages .....	22
<b>Troubleshooting Guide</b> .....	<b>23</b>
<b>Warranty</b> .....	<b>26</b>

# IMPORTANT SAFETY INSTRUCTIONS

FOR HOUSEHOLD USE ONLY • PLEASE READ CAREFULLY BEFORE USE

## ⚠ WARNING

To reduce the risk of injury, fire, electric shock, and property damage resulting from improper use of the appliance, carefully observe the following instructions. This unit contains electrical connections and moving parts that potentially present risk to the user. This appliance can be used by children aged from 8 years and above and 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 appliance in a safe way and understand the hazards involved. Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision.

### THE POWER NOZZLE, WAND AND HANDLE CONTAIN ELECTRICAL CONNECTIONS:

- There are **NO** serviceable parts.
- **DO NOT** use to vacuum any liquids.
- **DO NOT** immerse in water.
- **DO NOT** use if handle/wand is damaged, cut or punctured.
- Avoid vacuuming up sharp objects.
- Always turn off this appliance before connecting or disconnecting either hose or motorised nozzle.

**1** Inspect power cord and plug for any damage before use. **DO NOT** use vacuum cleaner with a damaged cord or plug. 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. 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.

**2 DO NOT** use outdoors or on wet surfaces. Use only on dry surfaces.

**3** Unplug from electrical outlet when not in use and before servicing.

**4** Brush may start unexpectedly. Unplug before cleaning or servicing

**5** If vacuum cleaner is not working as it should, or has been dropped, damaged, left outdoors, or immersed in water, return it to SharkNinja Operating LLC for examination, repair, or adjustment.

**6 DO NOT** pull or carry vacuum cleaner by the cord or use the cord as a handle.

**7** Keep hair, loose clothing, and all parts of the body away from openings and moving parts, such as the brush bars or Pet Power Brush.

**8 DO NOT** unplug by pulling on cord. Grasp the plug, **NOT** the cord.

**9 DO NOT** handle plug or vacuum cleaner with wet hands.

**10 DO NOT** run the vacuum cleaner over the power cord, close a door on the cord, or pull the cord around sharp corners.

**11** The use of an extension cord is **NOT** recommended.

**12 DO NOT** leave vacuum cleaner unattended when plugged in.

**13** Keep cord away from heated surfaces.

### GENERAL USE

**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 fibres.

# SAVE THESE INSTRUCTIONS

READ ALL INSTRUCTIONS BEFORE USE

**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.

**19 DO NOT** allow young children to operate the appliance or use as a toy. Close supervision is necessary when any appliance is used near children.

**20 DO NOT** use unless brushroll, Soft Roller, dust cup, and all filters are in place.

### DUST CUP/FILTERS/ACCESSORIES

Before turning on the vacuum:

**21** Make sure that all filters are thoroughly dry after routine cleaning.

**22** Do not use without dust cup and all filters in place. Make sure that dust cup and all filters are in place after routine maintenance.

**23** Make sure accessories are free of blockages.

**24** Use only Shark® brand filters and accessories. Using other brands will void warranty.

### HOSE ATTACHMENTS

**25 DO NOT** use if airflow is restricted. If the air paths or the motorised floor nozzle become blocked, turn the vacuum cleaner off and unplug from electrical outlet. Remove all obstructions before you turn on the unit again.

**26** Keep the end of the hose and accessory openings away from loose clothing, hair, face, fingers, uncovered feet and all parts of body.

**27** The hose contains electrical wires. Do not use when damaged, cut, or punctured. Avoid picking up sharp objects.

**28** Keep cleaning tools and hose suction openings away from hair, face, fingers, uncovered feet, or loose clothing.

**29** Only use manufacturer's recommended attachments, unplug before connecting Pet Power Brush.

### GENERAL CLEANING

**30 DO NOT** vacuum up large objects.

**31 DO NOT** vacuum up hard or sharp objects such as glass, nails, screws, or coins that could damage the vacuum cleaner.

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

**33 DO NOT** vacuum up smoking or burning objects such as hot coals, cigarette butts, or matches.

**34 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.

**35 DO NOT** vacuum up toxic solutions (e.g., chlorine bleach, ammonia, or drain cleaner).

**36 DO NOT** use in an enclosed space where vapours are present from paint, paint thinner, moth-proofing substances, flammable dust, or other explosive or toxic materials.

**37 DO NOT** vacuum up any liquids.

**38 DO NOT** immerse vacuum cleaner in water or other liquids.

**39** Use extra care when cleaning on stairs.

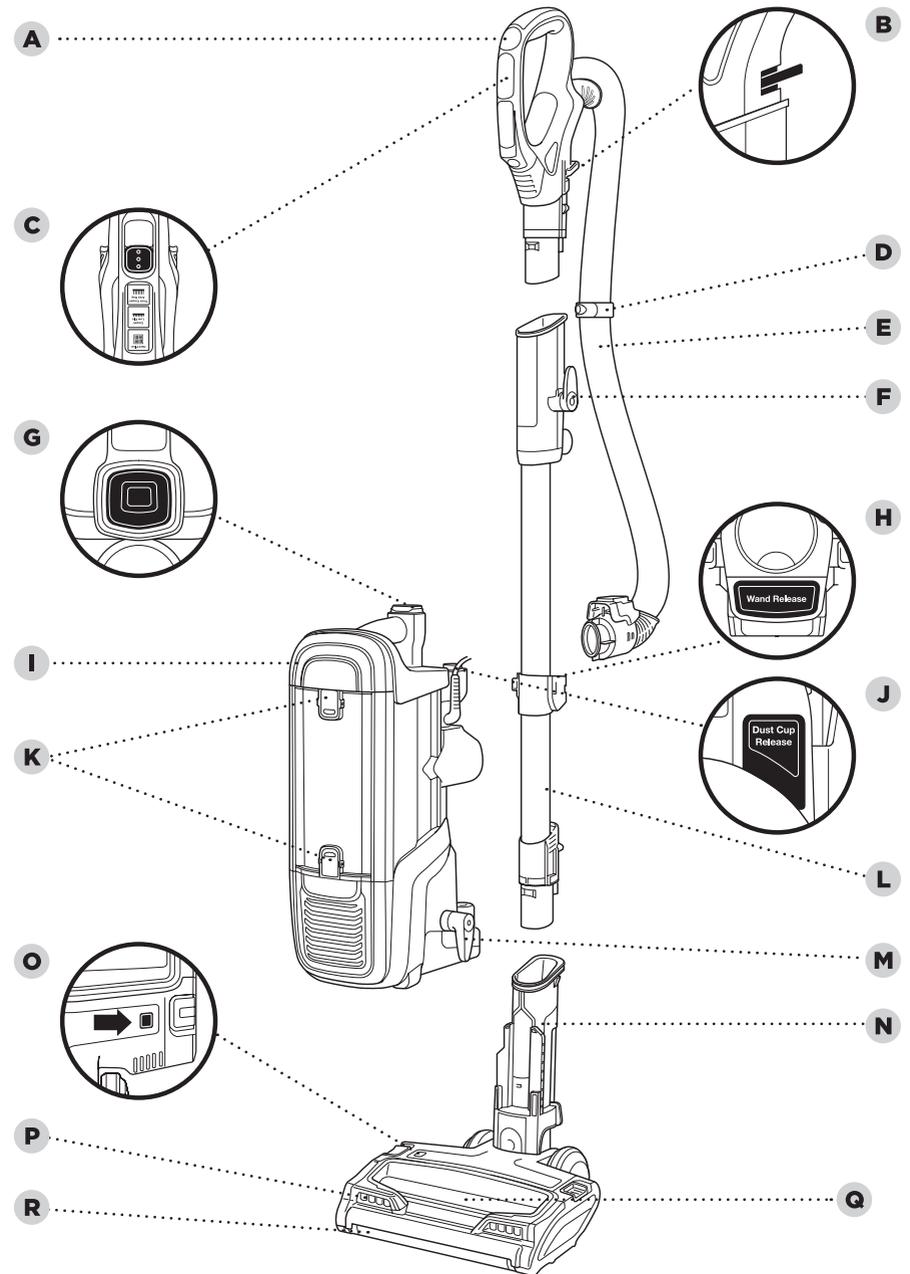
# GETTING TO KNOW YOUR SHARK DUOCLEAN POWERED LIFT-AWAY

## 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.

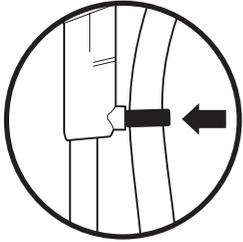
### MAIN UNIT

- 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 Latches
- L** Wand
- M** Lower Cord Hook
- N** Motorised Floor Nozzle
- O** Brushroll Indicator Light
- P** Headlights
- Q** Brushroll Garage
- R** Soft Roller

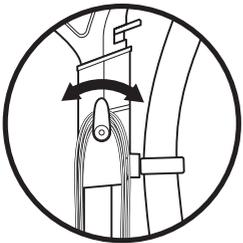


# ASSEMBLING YOUR VACUUM

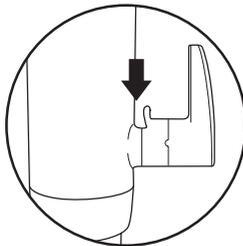
**TIP:** Push hose clip into back of wand for convenience.



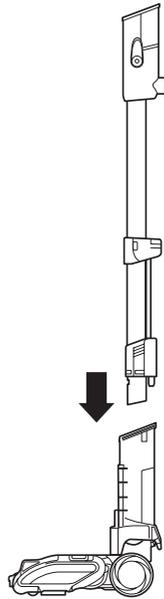
**TIP:** For quick cord access, rotate upper hook down and remove cord.



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

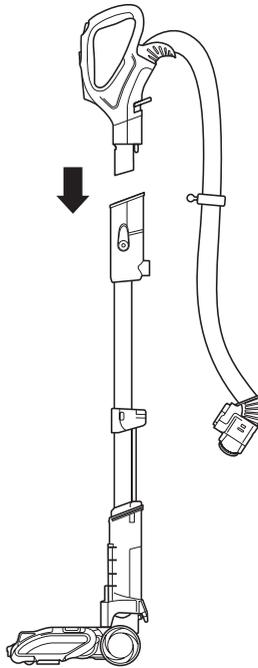


## STEP 1



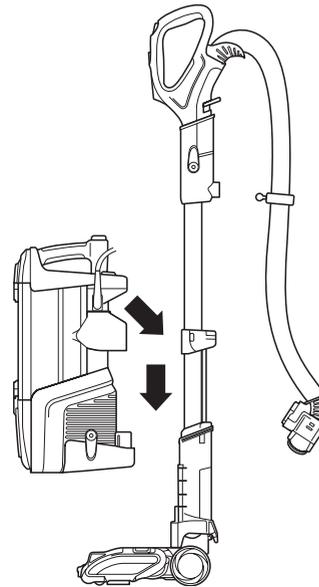
**1** Place motorised floor nozzle on floor and insert wand, pressing it in until it clicks securely into place.

## STEP 2



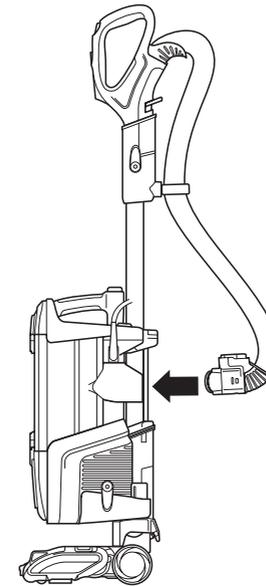
**2** Insert handle into wand, pressing it in until it clicks securely into place.

## STEP 3



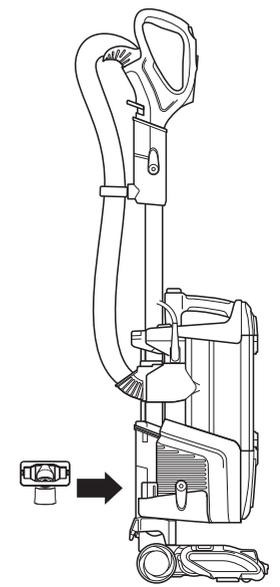
**3** Place pod onto wand and slide down to connect.

## STEP 4



**4** Connect hose into back of pod, pressing it in until it clicks securely 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 spinning and working as they should.

### Solid Red

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

### Flashing Red\*

The motorised floor nozzle is overheating. Turn off your vacuum and wait for it to cool down. After vacuum has cooled, move surface selector switch to Thick Carpet mode, then press Power button to turn vacuum back on.

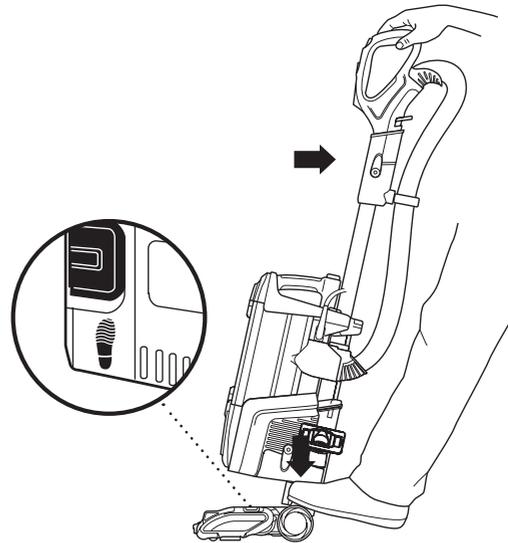
### No Light

The brushrolls are not spinning because the vacuum is off.



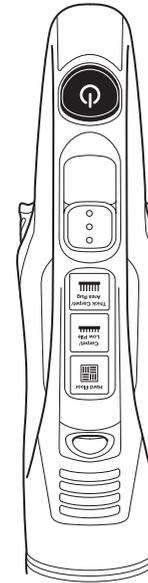
\*See Troubleshooting section for further instructions.

## STEP 1



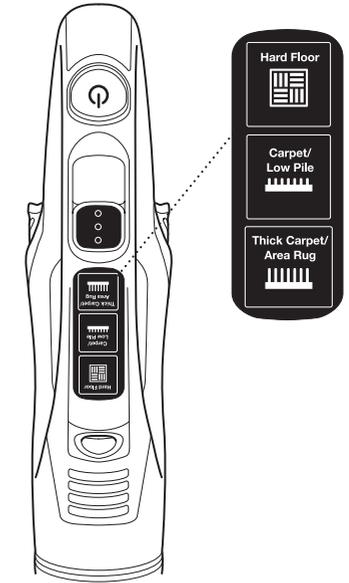
- 1 Plug power cord into outlet. Place foot on floor nozzle and tilt handle back.

## STEP 2



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

## STEP 3



- 3 Choose the appropriate setting.

### Thick Carpet & Area Rug Cleaning

Set surface selector to Thick Carpet/ Area Rug.

### Carpet & Low Pile Cleaning

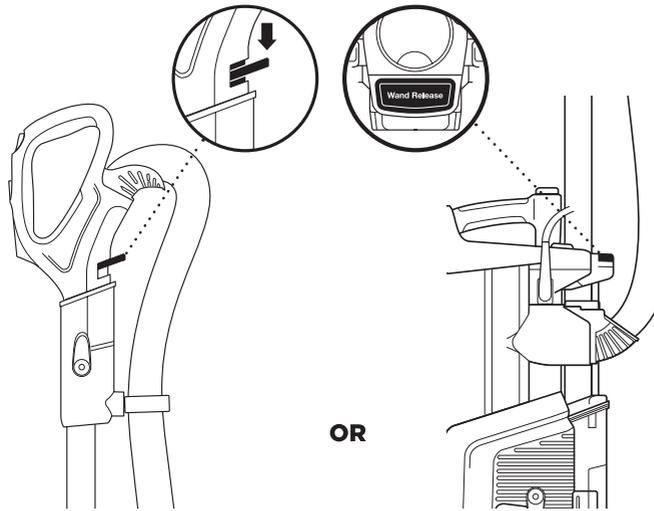
Set surface selector to Carpet/Low Pile to increase the speed of your brushrolls and to help remove stuck-on dust and debris.

### Hard Floor Cleaning

Set surface selector to Hard Floor.

## USING YOUR VACUUM IN ABOVE-FLOOR MODE

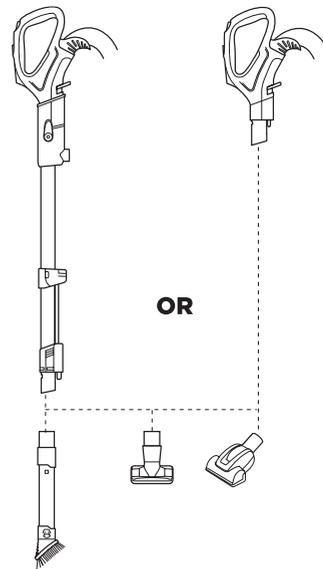
### STEP 1



**1** To clean above-floor areas with the handle, detach it from the wand by pressing the Handle Release button.

**OR** To clean with a longer reach, detach the wand from the floor nozzle by pressing the Wand Release button.

### STEP 2

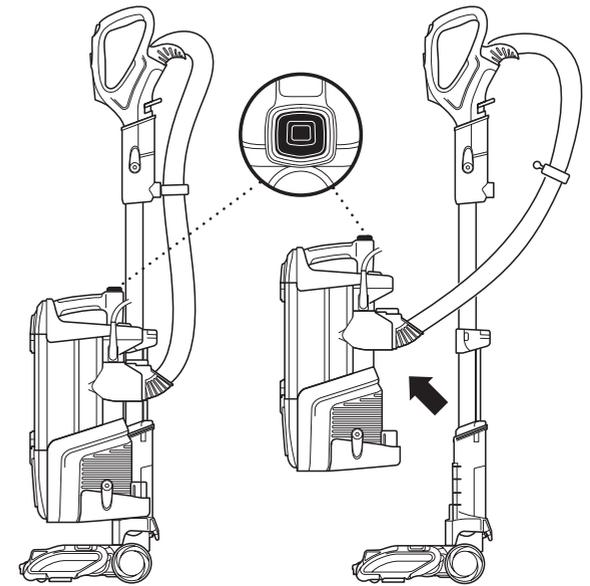


**2** Insert desired tool directly onto wand or handle.

## 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

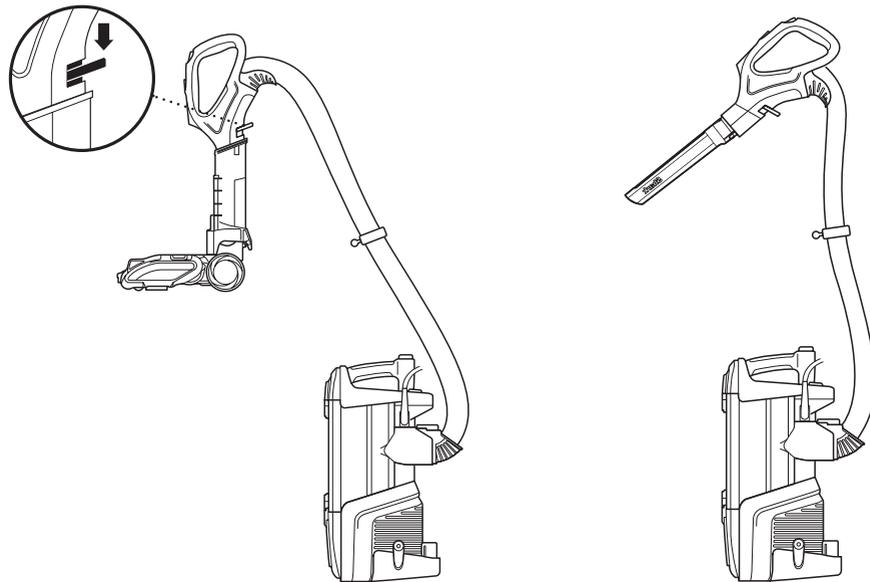
**1** Press Powered Lift-Away button to lift pod off floor nozzle. You are now ready to clean those hard-to-reach places.

## 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.eu](http://sharkclean.eu)



### LIFT-AWAY CLEANING

**2** For a convenient way to clean stairs, detach wand and handle, then insert handle into motorised floor nozzle.

**1** Attach desired accessory directly to the handle. For more cleaning reach, attach the wand to the handle, then attach accessory to the wand.

### A 2-in-1 Dusting Brush and Upholstery Tool

Two tools for cleaning tough pet messes: first, a stiff bristle brush for cleaning stuck-on debris. Then remove the bristles to reveal an upholstery tool for cleaning hair.

### D Pet Power Brush

Designed for removal of pet hair and ground in dirt from carpeted stairs and upholstery.

### E Crevice Tool

For reaching hard to reach places.

### B Duster Crevice

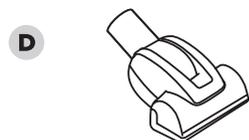
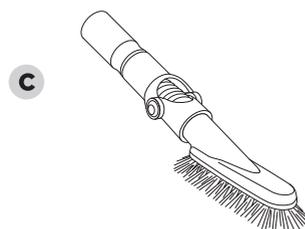
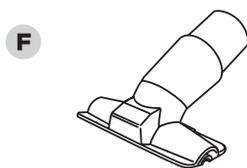
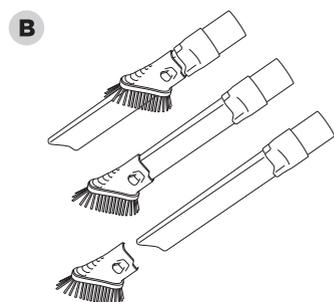
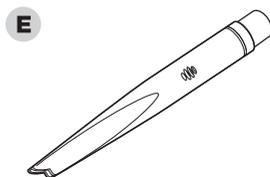
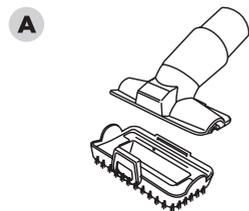
Two cleaning tools in one—the crevice tool gives you extended cleaning reach for small spaces, while the soft dusting brush cleans a multitude of surfaces.

### F Upholstery Tool

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

### C Multi-Angle Dusting Brush

5-position soft dusting brush for cleaning shelves (straight out/downward orientation), blinds, walls and lights (upward and downward orientation). Adjust the angle of this brush to the desired cleaning surface.



## MAINTENANCE

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

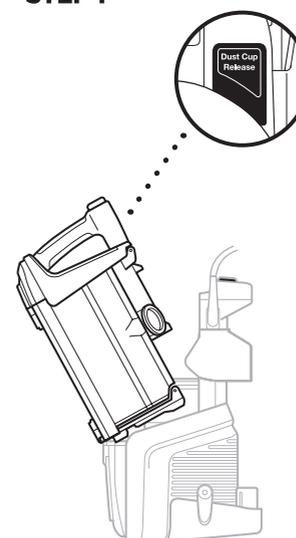
### EMPTYING THE DUST CUP

#### STEP 1

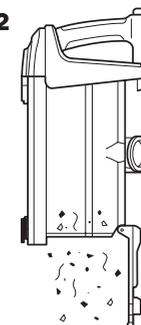
**⚠ WARNING:** To reduce the risk of shock and unintended operation, turn off power and unplug unit before servicing.

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

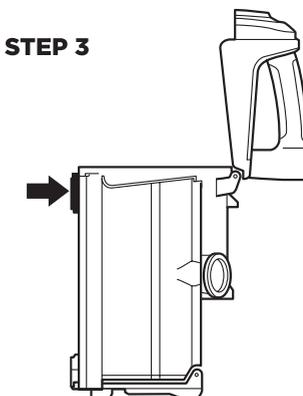
**★ IMPORTANT:** Do not use soap when cleaning any of the filters.



#### STEP 2



#### STEP 3



- 1** Press down on Dust Cup Release button and lift dust cup off pod.
- 2** Hold dust cup over a bin and press the latch on the bottom of the dust cup to empty it.

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

### RECOMMENDED FILTER CLEANING SCHEDULE:

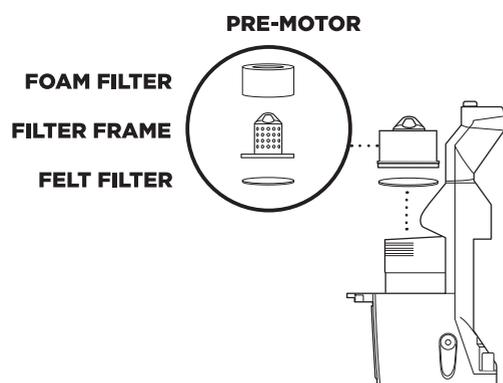
**Pre-Motor Filter Kit**  
(Foam & Felt)  
Clean every 3 months.

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

**Pre-HEPA filter**  
Clean once a year.

## CLEANING THE FILTERS

### STEP 1



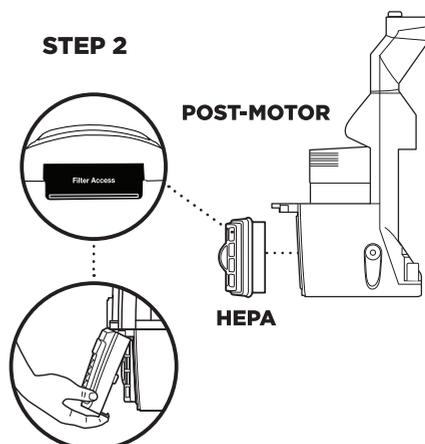
#### 1 Pre-Motor (foam and felt):

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.

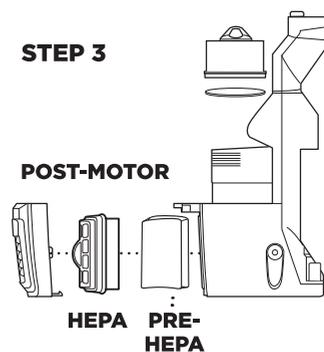
#### 2 Post-Motor (HEPA):

To access the HEPA and foam filter, reach under the grill, pull the latch forward, and pull the grill away from the vacuum.

### STEP 2



### STEP 3

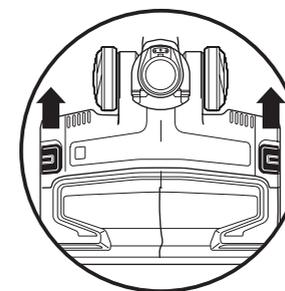


- 3 Remove the filter assembly, then remove the pre-HEPA filter from the assembly. Rinse both HEPA filter and pre-HEPA filter and allow to air dry completely before replacing. Hand wash only.

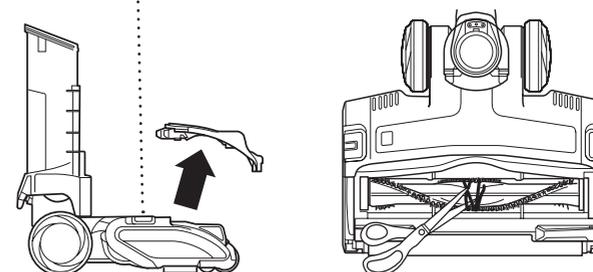
## MAINTENANCE - continued

 **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.

### STEP 1

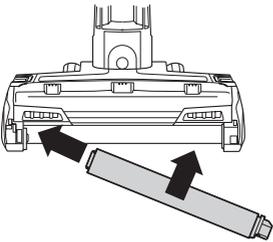
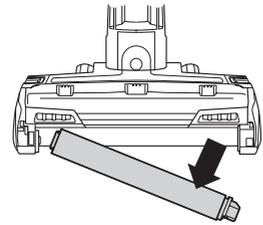


### STEP 2



## CLEANING THE BRUSHROLL

- 1 To open the brushroll garage, slide both release buttons on the floor nozzle away from you, towards the back of the nozzle, then lift off the brushroll garage lid.
- 2 To remove any string, hair, or debris that may be wrapped around the brushroll, use scissors to cut along the groove in the brushroll.
- 3 To close the brushroll garage, insert the tabs on top of lid into the slots in the nozzle, then push down on both sides of lid until it clicks securely into place. If Brushroll Indicator Light isn't green and headlights are flashing, check again that both sides of lid are locked in place.

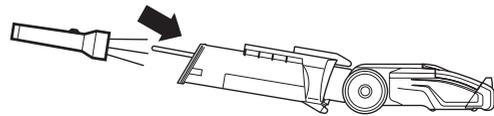


#### CLEANING THE SOFT ROLLER

- 1 To remove Soft Roller from nozzle, lift it out by the pull tab.
- 2 Tap loose debris off the Soft Roller. Use a dry towel to wipe the Soft Roller clean, or to remove any hair or fibres caught in the teeth behind the Soft Roller.
- 3 Wash the Soft Roller as needed. Use only water, and leave to air-dry completely for at least 24 hours.
- 4 Reinsert Soft Roller under rubber bumper in front of nozzle until it clicks into place.

#### CHECKING THE NOZZLE FOR BLOCKAGES

- 1 Tilt neck of nozzle back to straighten the airway, then remove any blockages.



## TROUBLESHOOTING GUIDE

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

This vacuum nozzle is specifically designed to pull in all types of debris and therefore can give the feeling of being self-propelled, especially on short carpets. If you'd like to feel less pull forward in use, set floor setting on the handle to either Hard Floor (for slower brushroll speed) or Thick Carpet/Area Rug (for less suction).

**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 fibres, or hair that may be wrapped around the brushrolls.

**Vacuum lifts area rugs.**

- Turn off unit to disengage the brushrolls. Be sure to select Thick Carpet/Area Rug setting.
- Suction is powerful. Take care when vacuuming area rugs or rugs with delicately sewn edges.

**Brushroll and/or Soft Roller does not spin or the Brushroll Indicator Light turns red.**

- Turn off vacuum, and move it away from any obstruction. If cleaning area rugs or thick carpet, ensure the appropriate setting is selected. Turn on vacuum and tilt handle back to activate brushroll.
- If Brushroll Indicator Light on floor nozzle remains red, turn off vacuum and unplug. Disconnect nozzle and remove any blockages. Make sure brushroll garage lid is firmly locked into position on both sides. Plug in vacuum, turn on power, and tilt handle back to activate brushroll. If Brushroll Indicator Light isn't green and headlights are flashing, check again that both sides of lid are locked in place.
- If Brushroll Indicator Light is still red, please contact Customer Service on 080 862 0453.

**The Brushroll Indicator Light on the floor nozzle doesn't light up (either green or red) when you tilt the handle back.**

- Turn off the unit. Move the handle back up into the upright lock position and unplug the vacuum. Make sure the brushroll garage lid is firmly locked into position on both sides. Plug in the vacuum and turn on power, then tilt handle back to activate brushroll. If the Brushroll Indicator Light on the floor nozzle turns green, the issue has been fixed.
- If Brushroll Indicator Light is still red, please contact Customer Service on 080 862 0453.

## 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 reset 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 that hose, wand, and handle are all clicked securely into place 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 run properly, contact Customer Service on 080 862 0453.

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 warranty only – your statutory rights are unaffected.

The conditions below describe the prerequisites and scope of our warranty. They do not affect your statutory rights or the obligations of your retailer and your contract with them.

### 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 8.00am 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.eu/uk](http://sharkclean.eu/uk).

### How do I register my extended Shark guarantee?

You can 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)
- To register online, please visit [sharkclean.eu/uk/register-guarantee](http://sharkclean.eu/uk/register-guarantee)

### IMPORTANT

- Both the 12 months 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 guarantee.

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

When you register your guarantee we'll have your details to 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. (12 months plus an extended warranty of 4 years).

### What is covered by the free Shark guarantee?

Repair or replacement of your Shark machine (at Shark's discretion), 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, batteries 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 warranty has elapsed. In this case please contact our free phone customer service help line and ask about our out warranty 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 Shark spares and replacement parts for all Shark machines at [sharkclean.eu/uk/parts](http://sharkclean.eu/uk/parts). Accessories are at [sharkclean.eu/uk/accessories](http://sharkclean.eu/uk/accessories).

Please remember that using non-Shark spares invalidates your guarantee.



**Euro-Pro Europe Limited**  
**Century Way**  
**Thorpe Park**  
**Leeds**  
**L515 8ZB**  
**0800 862 0453**  
**ninjakitchen.eu**

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.

SHARK is a registered trademark of SharkNinja Operating LLC.

DuoClean and Powered Lift-Away are trademarks of Euro-Pro Europe Limited

© 2018 Euro-Pro Europe Limited  
AX950UK\_Series\_IB\_MP\_250220\_New artwork  
PRINTED IN CHINA

 **@sharkcleaninguk**

 **@sharkcleanuk**

 **@sharkcleanuk**