



Shark Cryo**Glow**

Under-Eye Cooling + LED Anti-Ageing & Blemish Repair Mask

User Guide

TABLE OF CONTENTS

GET TO KNOW YOUR SHARK CRYOGLOW MASK	3
WHAT'S IN THE BOX?	3
CONTRAINDICATIONS	4
WARNINGS & PRECAUTIONS	6
GETTING STARTED	8
FITTING THE MASK	9
GET TO KNOW THE REMOTE	10
REMOTE SETTINGS	11
LED SKIN ROUTINES	12
UNDER-EYE COOLING	13
LEDS AND HOW THEY WORK	14
UNDER-EYE CHILL PADS AND HOW THEY WORK.....	15
RUNNING A SESSION	16
SELECTING A ROUTINE.....	17
COOLING DURING A ROUTINE	18
SELECTING UNDER-EYE COOLING.....	19
TIPS	20
PROGRESS TRACKER	21
SETTINGS, MASK CARE & BATTERY CHARGING	22
FAQ	23
TROUBLESHOOTING	24
ERROR MESSAGES.....	26
MANUFACTURER'S GUARANTEE	27



SCAN TO GET STARTED.

Or visit sharkbeauty.co.uk for more.

GET TO KNOW YOUR SHARK CRYOGLOW MASK

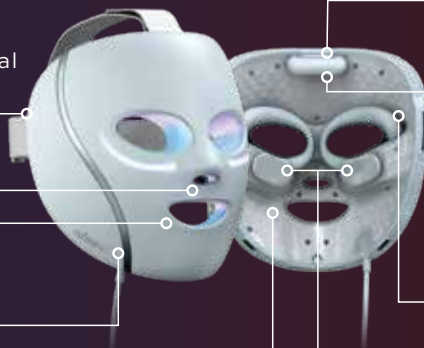
Adjustable straps

designed for optimal fit and comfort

Mouth and nose holes for breathability

Shield design for even LED coverage

480 LEDs for broad, even coverage



Forehead padding for a comfortable fit

Auto-Dim feature lowers light level when mask is not close to the face

Silicone eye shields for LED light blocking and comfort

Active under-eye cooling to help soothe and depuff

WHAT'S IN THE BOX?



Shark CryoGlow Mask + Straps
Pre-Assembled

Mask and accessory colours may vary by model



Remote Control with LCD Screen + Control Buttons



Quick Start Guide + Skincare Guide



Universal USB-C Charging Cable + Plug



Optional clip-on chill pads



Storage Bag + Stand*

(*accessories may vary by model)

CONTRAINDICATIONS

Do not use the Shark CryoGlow Mask if you are taking:

- Medication or supplements that cause sensitivity to light (photosensitivity), for example, medications for severe inflammatory acne (i.e. isotretinoin or doxycycline).

Immediately stop using the device if you experience any discomfort.

Do not use the Shark CryoGlow Mask if you have any of the following medical conditions:

- Retinal and/or macular disease, ocular albinism, or any eye condition that causes sensitivity to light
- Pregnant, nursing, or maybe pregnant
- Pacemaker or other electronic implanted device
- Implants in the face
- Lack of sensation (e.g., numbness)
- Light sensitive skin disorder (e.g., lupus, porphyria)
- Extreme light sensitivity of the eyes (i.e., photophobia)
- Light-induced headaches
- Albinism
- Melasma (i.e., condition that causes patches and spots)
- Sensitivity or allergy to plastic, aluminum, or self-fastening material

Do not use the Shark CryoGlow Mask if you have any of the following conditions on the face, hairline, ears, or neck:

- Recent facial surgery (until you have been cleared by your doctor)
- Suspicious lesions or skin cancer
- Eczema
- Psoriasis
- Irregularly shaped, new, or changing brown spots
- Birthmarks
- Broken skin, skin rash, or blisters
- Tissue inflammation
- Skin infection, cold sore, or warts
- Active current outbreak of herpes simplex virus (cold sores)
- History of herpes outbreaks without receiving preventative treatment
- Facial treatment where the skin has not fully healed, including neurotoxin, dermal filler, micro needling, laser, or chemical peel

CONTRAINDICATIONS, CONTINUED

Do not apply Shark CryoGlow Mask's cooling routines on the eyeball or upper eyelid.

Do not use the Shark CryoGlow Mask's cooling routines if you have any of the following medical conditions:

- Cold hypersensitivity
- Cold urticaria (i.e., hives brought on by cold temperatures)
- Circulatory insufficiency

PRECAUTIONS: Consult a medical professional before using the Shark CryoGlow Mask if:

- You have bruising on the face.
- You are experiencing skin sensitivity or irritation with retinol or benzoyl peroxide.

WARNINGS & PRECAUTIONS

To reduce the risk of fire, thermal and chemical burns, electric shock, serious injury, or death, follow the precautions in this section and the procedures in this manual. The remote control contains a rechargeable lithium-ion battery. If damaged, the battery can overheat, catch fire, or leak a chemical that can burn skin and eyes.

SUPERVISION AND INTENDED USERS:

- Do not use if any of the conditions in “Contraindications” (pages 4–5) apply to you.
- Do not leave the equipment unattended when it is powered on.
- This equipment is not intended for use by persons 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 equipment. Please refer to the contraindications before use.
- This equipment is not intended for use by children under 18 years old. Children should be supervised to ensure they do not play with the equipment.
- To reduce the risk of entanglement and potential strangulation, keep cords out of reach of children.
- Small parts can be inhaled or swallowed by children—if any small parts break off or detach from the product, dispose of safely.
- This equipment is only intended to be used by one person.

KEEP DRY.

- Keep the remote control dry. If it gets wet, do not charge or use—the battery may be damaged. Follow disposal instructions.
- Water and electricity are a dangerous combination!
- Do not use this equipment in wet surroundings (e.g., in a bathtub, shower, or swimming pool).
- Do not let water run into the device.
- It is very important to keep the device dry. Any contact with water could damage the device.
- Do not use or store the device in the bathroom or near water.
- Do not charge or use the device if it has been left outdoors.

CHARGE SAFELY.

- Follow the charger manufacturer’s instructions.
- Only charge the equipment with the provided USB-C cable and charging brick: Dongguan Yinli Electronics, model YLJXA-T050200. Do not use any other USB-C cable or charging brick.
- Check if the voltage indicated on the equipment corresponds to the local mains voltage before you connect the equipment to avoid risk of electrocution or permanent damage to the equipment.
- If the wall socket used to power the equipment has poor connections, the plug will become hot. Make sure you plug the equipment into a properly installed wall socket.
- Do not charge the device in the bathroom or near water.
- Do not charge the remote after contact with water.
- Always position the equipment so the charger is easy to reach while charging.
- Store USB-C cable properly after charging.

PROTECT THE REMOTE’S BATTERY FROM DAMAGE.

- Do not try to open the remote or replace the battery.
- Do not crush, drop, or damage the remote.
- Stop use or disconnect charging cable if the remote feels unusually hot or emits smoke or a bad smell.
- If liquid leaks from the remote, avoid contact. If liquid touches skin or eyes, wash with large amounts of water and seek medical advice.
- Follow disposal instructions.

WARNINGS & PRECAUTIONS, CONTINUED

TRANSPORT AND STORAGE CONDITIONS

- Only transport and store the device in the following environmental conditions:
- Keep between -20°C (-4°F) and 45°C (113°F). For storage longer than 3 months, keep between 0°C (32°F) and 25°C (77°F).
- Keep between 5°C (41°F) to 32°C (89.6°F) at a relative humidity up to 85%, non-condensing.
- Keep between 35°C (95°F) to 60°C (140°F) at a water vapour pressure up to 50 hPa.

USE SAFELY.

- The mask limits your vision. Do not wear while doing anything (such as driving) where limited vision poses a risk.
- CAUTION: The light emitted from this device may be harmful to the eyes. Infrared emitted from this device may cause eye irritation. Do not stare at the light source.
- Do not use device when it has been left outdoors.
- If you are travelling by air, the mask should be carried in carry-on baggage and not checked in. The device must be completely switched off.
- Do not use the mask outdoors. Only use the mask indoors under the following environmental conditions:
 - Temperature: between 10°C and 30°C.
 - A relative humidity range of 15% to 90%, non-condensing, but not requiring a water vapour partial pressure greater than 50 hPa.
 - An atmospheric pressure range of 700 hPa to 1060 hPa.
- Skin dryness, irritation, or redness may occur when using an LED routine. Apply a facial moisturiser if dryness occurs.
- To avoid the risk of temporary dry skin or hyperpigmentation, do not run back-to-back LED routines.

CHECK THE PRODUCT FOR DAMAGE BEFORE EACH USE.

- Inspect the inside of the mask and strap for cleanliness, cracks, or sharp edges.
- Check the chill pads for signs of corrosion.
- These conditions can irritate or damage your skin.

CLEAN PROPERLY.

- Clean the mask with a damp cloth.
- Avoid using chemical or alcohol based cleaners.

DO NOT REPAIR OR MODIFY.

- Do not attempt to repair or modify the mask or remote.
- Do not crush or dispose of in fire.

DISPOSAL INSERT.

- Dispose of the device according to local laws and requirements surrounding lithium-ion battery disposal.

POTENTIAL ELECTROMAGNETIC INTERFERENCE.

- WARNING: Use of this equipment adjacent to or stacked with other equipment should be avoided because it could result in improper operation. If such use is necessary, this equipment and the other equipment should be observed to verify that they are operating normally.
- WARNING: Use of accessories, transducers and cables other than those specified or provided by the manufacturer of this equipment could result in increased electromagnetic emissions or decreased electromagnetic immunity of this equipment and result in improper operation.
- WARNING: Portable radio frequency communications equipment (including peripherals such as antenna cables and external antennas) should be used no closer than 12 inches (30 CM) to any part of the mask system, including cables specified by the manufacturer. Otherwise, degradation of the performance of this equipment could result.
- WARNING: Do not leave mask exposed in direct sunlight.

GETTING STARTED

Please read the Warnings, Instructions, and Contraindications before first use.

Charge fully before first use

Plug small end of USB-C cable into charging port on top of remote.

Plug large end of USB-C into power adapter. Plug power adapter into wall outlet.

Allow remote to charge fully (**this should take about 3 hours**). The remote screen will show your charging progress.

Once charged, unplug power adapter and disconnect USB-C cable from remote.

NOTE: Unplug before using face mask. Mask will not work when plugged into wall outlet.

Powering ON/OFF

ON: To turn on your mask and remote, **long-press** the remote's dial/center button.

OFF: To turn off, **long-press** the dial/center button.

AUTOMATIC SHUT-OFF: If the device is not manually turned off, the mask and remote will automatically shut off after completing a session.

The mask fans will continue to run for 60 seconds while the mask is powering down after a session.



FITTING THE MASK

Demo video will run upon first use of the remote, please watch for further fit and comfort instructions. You can also rewatch this video by heading to settings.



Step 1 / Adjust the back strap

Start by adjusting the back strap (with the buckles). To tighten or loosen, **slide the buckles simultaneously** together or apart. This strap may cover the top of your ears – adjust until this feels comfortable.



Tighten



Loosen

Step 2 / Adjust the top strap

To adjust the mask up or down on your face, loosen or tighten the self-fastening strap on the top of your head. Ensure the strap is sat in the center of your head (following a center part).



Step 3 / Adjust chill pad fit (optional)

The chill pads should be sat under your eyes, on top of your cheekbones. If the chill pads have poor or inconsistent contact with your under eye-area, **add the optional clip-on chill pads to improve fit and comfort.**

Remove the mask and take the **optional clip-on chill pads** out of the box. They are marked 'L' and 'R' - make sure the letters are pointing towards the chin of the mask. Align the optional clip-on chill pads with the built-in chill pads (that are permanently attached to the mask) and snap them in place. You'll feel a click when they are properly attached!

NOTE: LEDs work best when they are not in contact with your skin. This is why the mask sits at a slight distance from your face.

Pro Tips:

1

The back strap should be sat parallel to the floor and your eyes should be centred in the eye holes.

2

Use one hand to hold the back strap in position and the other hand to adjust the top self-fastening strap until the mask is positioned comfortably and securely on your head.



Please visit sharkbeauty.co.uk for more helpful images and videos.

GET TO KNOW THE REMOTE

USB-Charging Port

Belt Clip

Use to attach to clothing for a hands-free experience.

Back Button

Press to go to previous screen.

Dial (Power/Select)

Long-press center of dial to turn the mask on or off.

Rotate dial left or right to navigate the screen.

A quick press selects menu items or goes to the next screen.

Mask Connection Cord

Battery Life

Appears on the main menu and active routine screen.

LCD Display

Main menu is displayed currently.

Chill Button

Turn on/off/adjust cooling anytime during routines.



REMOTE SETTINGS

Changing Brightness

1. Turn **ON** the mask using the remote.
2. Turn the dial to view **Settings** and click the dial button to select.
3. Select **Screen Brightness**, then use the dial to increase or decrease the brightness. Click the dial button to make your selection.
4. After selecting a brightness level, you will be sent back to the main menu.

Changing Language

1. Turn **ON** the mask using the remote.
2. Turn the dial to view **Settings** and click the dial button to select.
3. Select **Language** and use the dial to select the language of your choice.
4. After selecting a language, you will be sent back to the main menu.

Reset Progress

1. Turn **ON** the mask using the remote.
2. Turn the dial to view **Settings** and click the dial button to select.
3. Select **Reset Progress**, then click the dial button to select **Confirm**.
4. After confirming, you will be sent back to the main menu.

Factory Reset

1. Turn **ON** the mask using the remote.
2. Turn the dial to view **Settings** and click the dial button to select.
3. Select **Factory Reset**, then click the dial button to select **Confirm**.
4. After confirming, you will be sent back to the main menu.

Pro Tips:

You can also replay the demo video on the remote and access our support page through settings!

LED SKIN ROUTINES

The mask offers **3 LED routines** to choose from, whether your goals are boosting your skin or maintaining it.

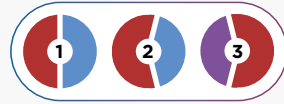
BOOSTING ROUTINES

For best results, select the **Better Ageing** or **Blemish Repair** routine below, and use your selection **once daily** for a minimum of **8 weeks**.



Better Ageing (6 MINUTES)

Helps enhance skin's appearance by smoothing wrinkles and balancing texture for a radiant, even look.



Blemish Repair (8 MINUTES)

Helps reduce the appearance of textured, uneven skin and blemishes for smooth, glowing skin with an automated 3-phase routine.

MAINTENANCE ROUTINE

Once you have achieved your target results using a boosting routine for a minimum of 8 weeks, switch to using Skin Sustain **once daily** to help maintain your results.



Skin Sustain (4 MINUTES)

Helps to boost brightness and helps maintain complexion with daily use.

For more information on LEDs, please see page 14.

No UV light is emitted from this mask.

Did you lose your streak? Don't worry!
Readjust your goals and continue with your skincare journey.

UNDER-EYE COOLING

Use cooling in the morning to help depuff your under-eyes and in the evening to relax!



LED + COOLING

Under-eye cooling will automatically start with any LED routine and has the option to be turned off. Use the remote's chill button to cycle through 3 temperatures to help quickly depuff and soothe your under-eye area.



COOLING ONLY

Under-Eye Revive (5, 10 or 15 minutes)

An adjustable **under-eye cooling ONLY** routine (no LEDs) for a soothing and refreshing experience designed for optimal relaxation.

FIND YOUR PERFECT ROUTINE

Scan the **QR Code** to take our quiz to find the best routine for your skin concerns!



LEDS AND HOW THEY WORK

LED stands for Light Emitting Diode

Different color LEDs emit different wavelengths that are measured in nanometers (nm). So when LEDs interact with skin, each color penetrates differently.

LED Skin Penetration

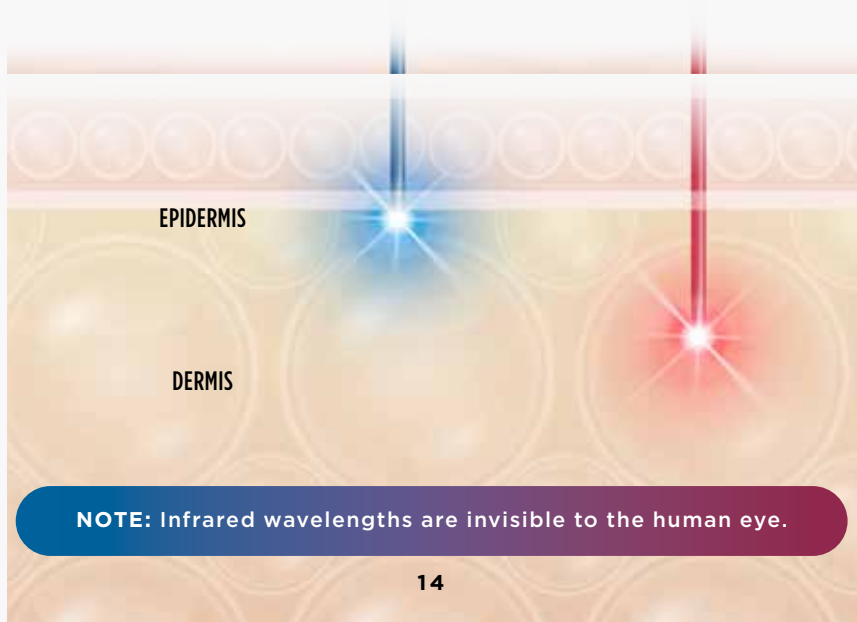
LED WAVELENGTHS & TOPICAL BENEFITS

Blue
415 nm

Helps keep skin clean
and bright.

Red & Infrared
630-830nm

Helps improve the
appearance of lines
and wrinkles.



NOTE: Infrared wavelengths are invisible to the human eye.

UNDER-EYE CHILL PADS AND HOW THEY WORK

The under-eye chill pads use the Peltier Effect.

The Peltier Effect describes the movement of heat-producing electricity through both sides of a surface, making one side feel cool and the other side warm. We employ the combination of the Peltier Effect and fan technology to expel excess heat outward—so the metal portion of the mask feels cool to the touch and your under-eye skin experiences instant cooling.

InstaChill Technology uses the Peltier Effect.



RUNNING A SESSION

Note: Please read the Warnings, Instructions, and Contraindications before first use. Make sure the mask has been fully charged before first use (this could take up to 3 hours).

How to fit Shark CryoGlow into your routine

Take the time with your first few uses to experiment with how Shark CryoGlow can best fit into your existing routine. Give it a try in the morning to help you feel fresh for the day. If this doesn't work, try it in the evening to help you wind down and relax when you have more time.

Step 1 / Put on the mask

Begin with a clean, bare and dry face.

Step 2 / Adjust the back and top straps - full instructions on page 11.

Adjust the straps to position mask comfortably on your face. Slide buckles simultaneously to adjust the back strap. To adjust the positioning of the back strap on your head, release the top self-fastening strap and gently pull the back strap so that it sits parallel to the floor.



Chill pads should be positioned under the eyes, making light contact with your skin. **You may need to attach the optional clip-on chill pads available in the box to achieve best fit.**



The top strap should be positioned in the centre of your head whilst the back strap should be parallel to the floor.

Step 3 / Power on

Turn on the mask by pressing and holding the remote's dial button. On first use, a short demo video on the remote screen, will show you how to fit the mask and interact with the remote.

Step 4 / Select and run a routine

Use the remote to choose a routine and begin by selecting "Start." Under-eye cooling will automatically turn on. Adjust the under-eye chill pads' intensity to your desired level with the remote's chill button.

Step 5 / Remove and clean the mask

When your session is complete, remove the mask. Fans will run for 60 seconds to power down the chill pads, then the mask will shut off automatically. Once you have taken off the mask, clean the mask with a damp cloth. Continue with your daily skincare routine.

SELECTING A ROUTINE

Step 1 / Using the dial on the remote, go to Routines and scroll through the different **LED** and **Cooling routines** available.



Step 2 / Use the dial to select from one of the 3 available LED routines or 1 cooling-only routine. Select your routine by clicking the dial button. Under-eye cooling will automatically start with an LED routine.



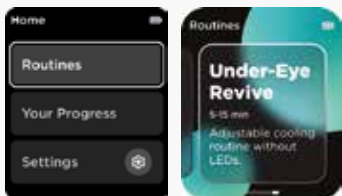
COOLING DURING A ROUTINE

During a routine, you have options to adjust the under-eye chill level, and pause or end your routine.



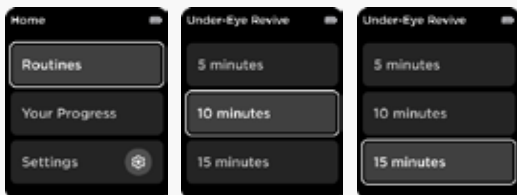
SELECTING UNDER-EYE COOLING

Step 1 / Use the dial on the remote to scroll to **Under-Eye Revive**.



**INSTACHILL
COLD TECHNOLOGY**
Use this cooling function to help refresh, and de-puff the under-eye area.

Step 2 / Then use the dial to **scroll through run-time options**. Choose one and click the dial button.



Step 3 / Use the chill button to select your preferred temperature. Mask will automatically shut off at the end of the selected duration.



TIPS

Result timing

- Results are achieved through consistent use of the same routine daily for 8 weeks or more.
- After consistent use with the same boosting routine, keep going with that routine to build on your progress. Or switch to another boosting routine to work toward another skin goal.
- If you've achieved the skin goals you were working toward, you can switch to the Skin Sustain routine to help maintain your skin condition over time.

What to expect

- You may experience different skin effects in the process of your skin journey when consistently using LED routines.
- For the Better Ageing routine, skin dryness, irritation and redness might occur. Only use once daily and apply a rich facial moisturiser after each routine.
- If you experience any undesirable pigmentation or darkening of the skin, please discontinue use and contact SharkNinja at 0800 862 0453.

Take “before and after” pictures

- Be sure to take “before and after” pictures to document your journey while using the LED skin routines.

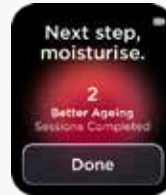
PROGRESS TRACKER

The remote keeps track of your sessions to help you meet your skin goals.

Your routine

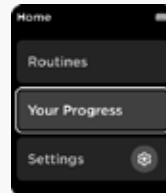
After you finish a session, the total number of sessions completed in that routine will appear on the remote's screen.

A reminder will appear above your prior completed routine when you return.



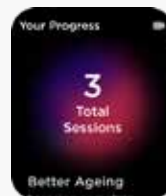
Progress

Select "Your Progress" to see your cumulative progress across routines.



Tracking

Total Sessions are the number of sessions you have completed, and Streak is how many sessions you have completed in a row.

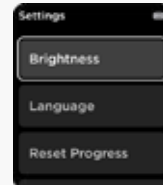


SETTINGS, MASK CARE & BATTERY CHARGING

Remote settings

The remote settings are available to adjust from the main menu.

- **Replay tutorial:** replay demo video shown at first use.
- **Support:** scan QR code to access our support page.
- **Brightness:** Adjust the brightness of the remote screen.
- **Language:** Choose your preferred language.
- **Reset Progress:** Option to reset your progress level.
- **Factory Reset:** Option to reset your remote/mask.



Mask care

- Your mask should be cleaned after each use.
- Make sure the mask is turned off and unplugged from any power source.
- Clean the interior and exterior of the mask with a damp cloth after each use. The cloth should not be dripping wet, as it could damage the electrical components.
Ensure the chill pads are fully dry before adding clip-on pads.
- Allow mask to dry completely before using again.
- **Note:** Do not use chemical or alcohol-based cleaners.

Battery charging

- The run time of a fully charged battery depends on the types of sessions being run.
- It should take about 3 hours to fully charge the mask. The mask does not work when on charge.

FAQ

What safety features does this product have?

Auto-timer: Mask will shut off automatically after 60 seconds of inactivity once a session is complete.
Temperature regulation: Cooling temperature of the chill pads is regulated.
Auto-Dim: LED lights automatically dim when the device is not close to the face while on.
Silicone eye guards: Ensures safe use with closed or open eyes

Does the mask emit UV light?

No, UV light is not emitted from this mask. Blue and red LEDs combined can appear purple but do not mimic the effects of UV light.

How long should I wear the mask?

The mask's longest LED session is 8 minutes. The longest cooling-only session is 15 minutes. We recommend using only one LED routine per day. Using multiple LED routines per day could lead to dry skin or hyperpigmentation.

How often should I use the mask?

For best results, use the same LED mode once a day for a minimum of 8 weeks. To maintain results, continue daily usage with Skin Sustain routine.

When should I see results?

Results depend on your skin's starting state. With daily use, you may see improvements in about 8 weeks. See page 14 for more information on the biology of your skin when treated with LEDs.

How do I travel with the mask?

Please make sure to use a power adapter usable in the country you are travelling in. The mask uses a lithium-ion battery rated at 2.35Ah, 16.92Wh. If you are travelling by air, the battery should be carried in carry-on baggage and not checked in. The device must be completely switched off.

Whom can I contact for support?

Should you have any questions or issues with your mask, please contact us by visiting sharkbeauty.co.uk

Is the battery removable?

No, the battery is not removable or replaceable. Should you have any questions or issues with the battery, please contact us by visiting sharkbeauty.co.uk

What happens if I miss a day?

Consistency is key for best results. However, don't be discouraged, just pick up where you left off.

To see our full list of FAQ's please visit sharkbeauty.co.uk

TROUBLESHOOTING

The device does not power on

<u>Possible cause</u>		<u>Corrective action</u>
Battery level low	→	Charge the device using the provided USB-C cable.
Device still will not power on	→	Long-press the dial button. If device still will not turn on, please contact visit support.sharkclean.co.uk .

The battery will not charge

<u>Possible cause</u>		<u>Corrective action</u>
Possible defective battery	→	Please visit support.sharkclean.co.uk .
Defective charging cable	→	Please visit support.sharkclean.co.uk or replace with a Shark USB-C cable and adapter.

The battery takes more than 3 hours to charge

<u>Possible cause</u>		<u>Corrective action</u>
Wrong power adapter	→	Make sure to use a 220-240V power adapter.

Report any adverse events or issues to customer support at support.sharkclean.co.uk. We monitor safety and performance continually and address any reported issues to maintain high safety standards.

TROUBLESHOOTING

The chill pads do not power on

Possible cause		Corrective action
Battery level low	→	Battery level too low to power the chill pads. Please charge the device using the provided USB-C cable.
The ambient temperature is too high or too low	→	Turn off the device and let sit for 90 seconds before turning back on. If issue still occurs, stop use and contact visit support.sharkclean.co.uk .
Chill pads still do not power on	→	Please visit support.sharkclean.co.uk .

The cooling fans keep running after the session ends

Possible cause		Corrective action
Device is powering down	→	Wait 60 seconds for the device to power down after the end of your cooling session.

The chill pads are digging into my under-eye area

Possible cause		Corrective action
The straps are not properly placed/fitted on your head	→	Revisit the “Fitting the Mask” section of this User Guide for step-by-step instructions. The chill pads should only lightly contact your under-eye area.

ERROR MESSAGES

Error message	Solution
Remote Over Temperature. Let remote cool down before using.	Let remote cool down before using. The mask should not be used in temperatures higher than 86°F (30°C).
Remote Under Temperature. Let remote warm up before using.	Let remote warm up before using. The mask should not be used in temperatures lower than 32°F (10°C).
Remote error A3. Call Customer Service.	Call Customer Service.
Charger not recognised.	Use the provided Shark USB-C charging cable and wall plug to charge the mask.
Remove remote from charger.	The mask's battery is charged; remove it from the charger.
Low Battery. Charge before use.	The mask's battery is low; please charge it.
Battery error B1. Call Customer Service.	Call Customer Service.
Remote error B2. Charge the remote before next use.	Charge the remote before next use using the provided Shark USB-C charging cable and wall plug.
Charging error C1. Disconnect and reconnect to charge.	Disconnect and reconnect the remote to charge using the provided Shark USB-C charging cable and wall plug provided.
Fan error F1. Call Customer Service.	Call Customer Service.
Error A1. Call Customer Service.	Call Customer Service.
Error A2. Call Customer Service.	Call Customer Service.

MANUFACTURER'S 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 “legal rights”). You can enforce your legal rights against your retailer, including Shark if you bought your Shark appliance from sharkclean.co.uk. However, at Shark we are so confident about the quality of our products that we give the owner an additional, free parts and labour manufacturer's guarantee of up to 2 years.

A household appliance like a Shark skincare appliance 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.

The manufacturer's guarantee does not affect your legal rights.

How long are new Shark machines guaranteed for?

Our manufacturer's guarantee lasts for one year from the date of purchase as standard, or for two years if you register your purchase with us within 28 days. There is information on how to register below.

How do I register my Shark guarantee?

If you have purchased your Shark appliance directly from sharkclean.co.uk your guarantee is registered automatically. If you bought it from anywhere else, you can register your guarantee online within 28 days of purchase.

- To register online, please visit www.sharkclean.co.uk/register-guarantee or scan the QR code in your instruction manual.
- Keep a note of the date you purchased the machine.

IMPORTANT:

- Keep your receipt if you bought your Shark skincare appliance from anywhere except sharkclean.co.uk. You will need it to claim under your guarantee.
- The free Shark guarantee only applies to Shark owners living permanently in the UK.

What are the benefits of registering my free Shark guarantee?

When you register your guarantee, you will get an extra year of cover. We'll also have your details to hand if we ever need to get in touch. If you further agree to receive communications from us, you can also receive tips and advice on how to get the best out of your Shark skincare appliance and hear the latest news about new Shark technology and launches.

MANUFACTURER'S GUARANTEE (CONT.)

What is covered by the free Shark guarantee?

Repair or replacement (at Shark's option) of your Shark machine, including all parts and labour, due to defects in materials or workmanship.

What is not covered by the free Shark guarantee?

- Normal wear and tear.
- Accidental damage or faults caused by negligent use or care, misuse, neglect, careless operation or handling of the Shark appliance which is not in accordance with the Shark Operating Manual supplied with your machine.
- Damage caused by use of the Shark appliance for anything other than normal domestic household purposes.
- Damage caused by use of parts not assembled or installed in accordance with the operating instructions.
- Damage caused by use of parts and accessories which are not Shark Genuine Components
- Faulty installation (except where installed by Shark).
- Damage caused by repairs or alterations carried out by parties other than Shark or its agents.

How can I claim under the free Shark guarantee?

Contact our customer service helpline on 0800 862 0453. For service hours please visit our website under 'Contact Us'. It's free to call, and you'll be put straight through to a Shark representative. You'll also find online support at <https://support.sharkclean.co.uk/>. The Shark representative will go through some troubleshooting with you, and if we conclude that the item has failed, we will send you a replacement part or a returns label to send the defective item back to us free of charge. When you have delivered the defective product to us, we will send you a replacement.

Please remember that the item will need to be boxed when you return it to us, which can be any suitable box; it does not have to be the original packaging.

Where can I buy genuine Shark spares and accessories?

Shark spares and accessories are developed by the same engineers who developed your Shark skincare appliance. You'll find a full range of Shark spares, replacement parts and accessories for all Shark machines at www.sharkclean.co.uk. Please remember that damage caused by the use of non-Shark spares and accessories will not be covered under your guarantee.

NOTES

Shark BEAUTY

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This marking indicates this product should not be disposed of with other household waste. 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.

