

Shark **FreeStyle Max Cordless Upright Vacuum**

SV2000 Series

OWNER'S GUIDE



THANK YOU

for purchasing the Shark® FreeStyle Max Cordless Vacuum



TIP: You can find the model and serial numbers on the QR code label which is located on the bottom of the dust cup.

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.

RECORD THIS INFORMATION

Model Number: _____

Date of Purchase (Keep receipt): _____

Store of Purchase: _____

TECHNICAL SPECIFICATIONS

Voltage: 10.8V

PLEASE READ CAREFULLY AND KEEP FOR FUTURE REFERENCE.

This instruction manual is designed to help you get a complete understanding of your new Shark Cordless Vacuum.

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



Shark Cordless SV2000 Series IMPORTANT SAFETY INSTRUCTIONS



WARNING: TO REDUCE THE RISK OF INJURY, USER MUST READ INSTRUCTION MANUAL • HOUSEHOLD USE ONLY



WARNING When using an electrical appliance, to reduce the risk of fire, electric shock, injury, or property damage, basic precautions should always be followed, including the following:

- 1 This vacuum consists of a motorised nozzle, wand, and handheld vacuum. These components contain electrical connections, electrical wiring, and moving parts that potentially present risk to the user.
- 2 Before each use, carefully inspect all parts for any damage. If a part is damaged, discontinue use.
- 3 Use only identical replacement parts.
- 4 This vacuum contains no serviceable parts.
- 5 Use only as described in this manual.
DO NOT use the vacuum for any purpose other than those described in this manual.
- 6 With the exception of the filters and dust cup, **DO NOT** expose any parts of the vacuum to water or other liquids.
- 7 **DO NOT** allow the appliance to be used by children. Keep the appliance 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.

GENERAL USE

- 8 This appliance 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 appliance in a safe way and understand the hazards involved. Cleaning and user maintenance should not be done by children.
- 9 Always turn off the vacuum before connecting or disconnecting any current carrying hoses, motorised nozzles, chargers, batteries, or other electrical or mechanical parts.
- 10 **DO NOT** handle plug or vacuum with wet hands.
- 11 **DO NOT** use without dust cup, filters, and brush-roll in place.
- 12 Only use Shark® branded filters and accessories. Damage caused by non-Shark filters and accessories may not be covered by the guarantee.
- 13 **DO NOT** put any objects into nozzle or accessory openings. **DO NOT** use with any opening blocked; keep free of dust, lint, hair, and anything that may reduce airflow.
- 14 **DO NOT** use if nozzle or accessory airflow is restricted. If the air paths or the motorised floor nozzle become blocked, turn the vacuum off. Remove all obstructions before you turn on the unit again.
- 15 Keep nozzle and all vacuum openings away from hair, face, fingers, uncovered feet, or loose clothing.
- 16 **DO NOT** use if vacuum is not working as it should, or has been dropped, damaged, left outdoors, or dropped into water.
- 17 Use extra care when cleaning on stairs.
- 18 **DO NOT** leave the vacuum unattended while powered on.
- 19 When powered on, keep the vacuum moving over the carpet surface at all times to avoid damaging the carpet fibres.
- 20 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.
- 21 **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 (including drywall, 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)
- 22 **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)

- 23 Turn off the vacuum before plugging in or unplugging the charger.
- 24 Turn off the vacuum before any adjustment, cleaning, maintenance or troubleshooting.
- 25 During cleaning or routine maintenance, **DO NOT** cut anything other than hair, fibres, or string wrapped around the brush-roll.
- 26 Allow all filters to air-dry completely before replacing in the vacuum to prevent liquid from being drawn into electric parts.
- 27 **DO NOT** modify or attempt to repair the vacuum or the battery yourself, except as indicated in this manual.
DO NOT use the battery or vacuum if it has been modified or damaged. Damaged or modified batteries may exhibit unpredictable behavior resulting in fire, explosion or risk of injury.
- 28 Turn off all controls before unplugging.
- 29 Always turn off this appliance before connecting or disconnecting motorised nozzle or hand tool.

BATTERY PACK

- 30 The battery is the power source for the vacuum. Carefully read and follow all charging instructions.
- 31 To prevent unintentional starting, ensure the vacuum is powered off before picking up or carrying the vacuum. **DO NOT** carry the appliance with your finger on the power switch.
- 32 For SV2000 Series, use only 700mA Charging Adapter, Charging Dock, UK Plug use only the the DK15-133075H-B or ZD012K133075BS chargers.
- 33 Keep the battery away from all metal objects such as paper clips, coins, keys, nails, or screws. Shorting the battery terminals increases the risk of fire or burns.
- 34 Under abusive conditions, liquid may be ejected from the battery. Avoid contact with this liquid, as it may cause irritation or burns. If contact occurs, flush with water. If liquid contacts eyes, seek medical help.
- 35 Battery should not be stored at temperatures below 3°C (37.4°F) or above 40°C (104°F) to maintain long-term battery life.
- 36 **DO NOT** charge battery at temperatures below 5°C (40°F) or above 40°C (104°F). Charging improperly or at temperatures outside of the specified range may damage the battery and increase the risk of fire.
- 37 Store the appliance indoors. **DO NOT** use or store it below 3°C (37.4°F). Ensure the appliance is at room temperature before operating.
- 38 **DO NOT** expose the battery to fire or temperatures above 130°C (265°F) as it may cause explosion.
- 39 Use appliances only with specifically designated battery packs. Use of any other battery packs may create a risk of injury and fire.
- 40 Disconnect the battery pack from the appliance before making any adjustments, changing accessories, or storing appliance. Such preventive safety measures reduce the risk of starting the appliance accidentally.
- 41 For SV2000UK use only Shark 351P25P Non-Integrated Fixed Battery. This appliance contains batteries that are non-replaceable.
- 42 This appliance contains batteries that are only replaceable by skilled persons.

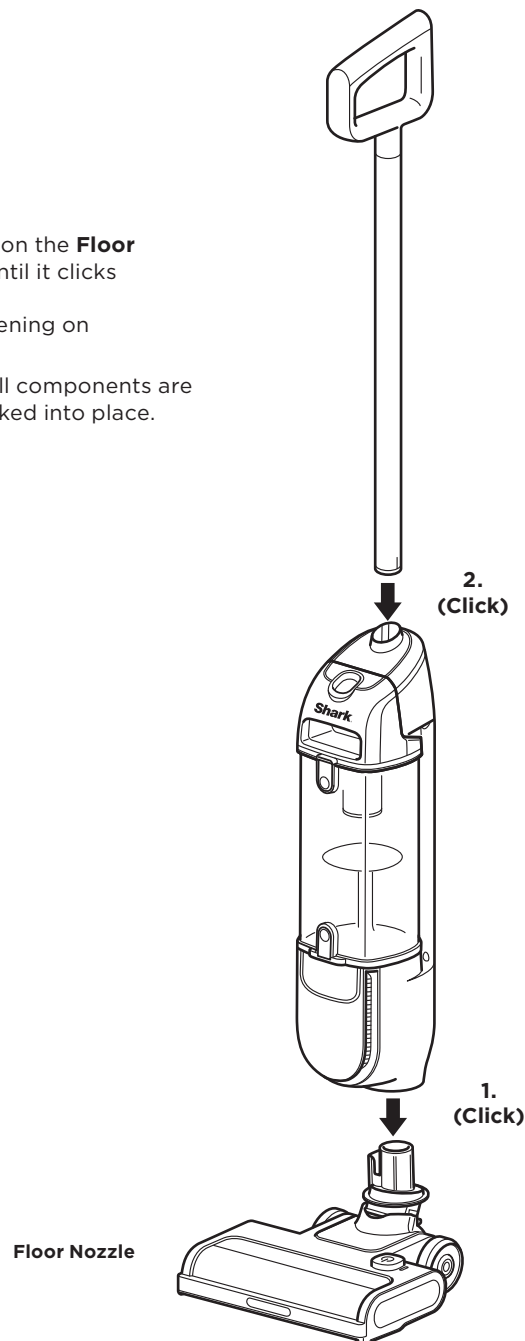
43 BATTERY PACK

When the Shark Li-ion battery needs to be replaced, dispose of it or recycle it in accordance with local ordinances or regulations. In some areas, it is illegal to place spent lithium-ion batteries in the standard rubbish bin. Return spent batteries to an authorised recycling centre or to the retailer for recycling. Contact your local recycling centre for information on where to drop off the spent battery.

ASSEMBLY

1. Align the pod over the **Post** on the **Floor Nozzle**, then slide it down until it clicks into place.
2. Insert the **Wand** into the opening on top of the **Pod**.

For proper operation, ensure all components are completely connected and clicked into place.



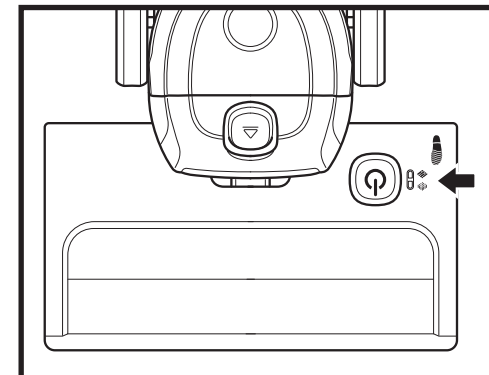
LI-ION BATTERY

Prior to first use, charge completely. A full charge takes approximately 3 hours.


RUNTIMES PER FULLY CHARGED BATTERY

With a full charge, the unit will have up to a 20-minute runtime*. Visit sharkclean.co.uk/support online for more information.

LED BATTERY POWER AND CHARGING INDICATORS



Charging


Charging
Looping
Green LED


Fully Charged
Blinking Green
& Blue LED

In Use


Carpet Low Power
Flashing Green LED


Bare Floor Low Power
Flashing Blue LED


No Charge
No Color


Carpet Mode
Solid Green LED


Bare Floor Mode
Solid Blue LED

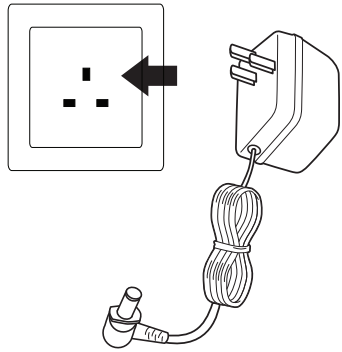
RECYCLING THE LI-ION BATTERY

When the Shark Li-Ion battery needs to be replaced, dispose of it or recycle it in accordance with local ordinances or regulations. In some areas, it is illegal to place spent lithium-ion batteries in the trash or in a municipal solid waste stream. Return spent batteries to an authorized recycling center or to the retailer for recycling. Contact your local recycling center for information on where to drop off the spent battery.

*In Bare Floor Mode

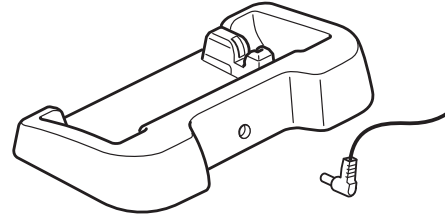
NOTE: The Shark battery, like all lithium-ion batteries, will naturally decrease in capacity over time from the 100% capacity of a new battery.

CHARGING THE BATTERY



LI-ION CHARGER

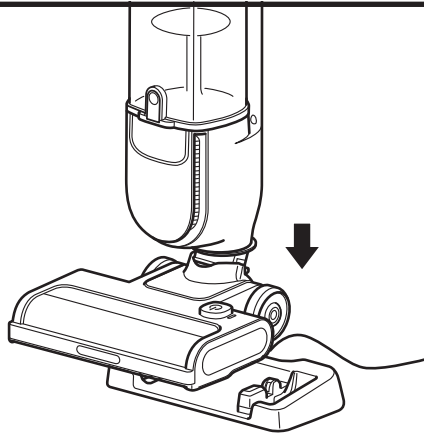
Plug the **Li-ion Charger** into a wall outlet.



CHARGING DOCK

Insert the charger plug into the port on the back of the dock.

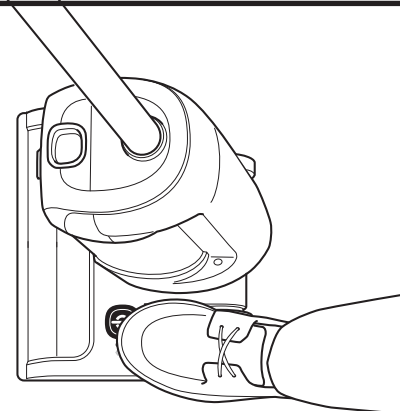
CHARGING DOCK



CHARGING YOUR VACUUM

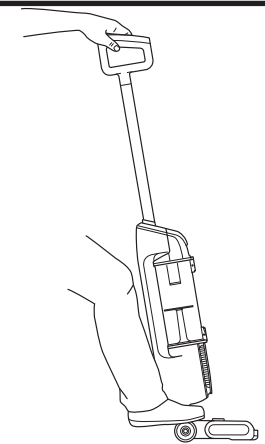
Place the vacuum on the dock to charge. Make sure the contacts on the vacuum are touching the contacts on the dock.

USING YOUR VACUUM



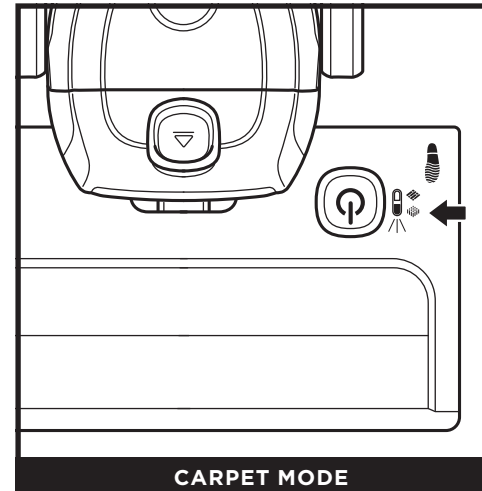
POWER PEDAL

To turn on power, step on the power pedal on the top left of the floor nozzle. Step on the pedal again to cycle through Carpet and Bare Floor modes. To turn off power, step on the pedal again.



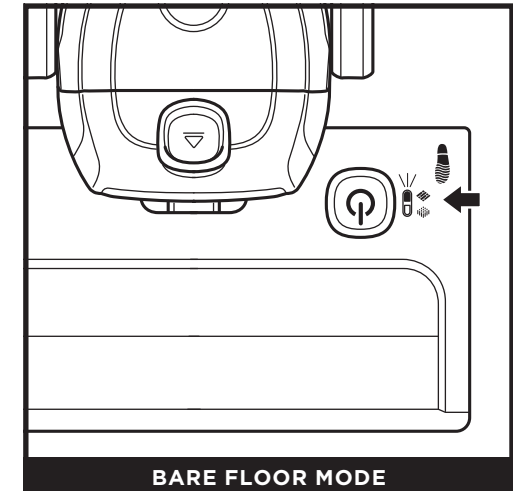
UPRIGHT LOCK

With the power on, step on the floor nozzle and tilt the vacuum handle back to activate the brushroll and begin cleaning.



CARPET MODE

Activate Carpet mode by stepping on the pedal one time. Use this mode for cleaning carpets.



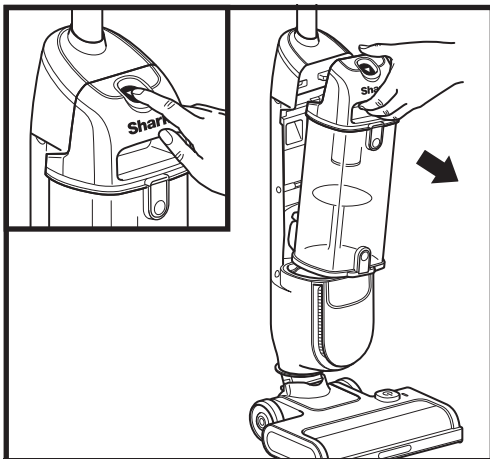
BARE FLOOR MODE

To change from Carpet mode to Bare Floor mode, step on the pedal again. Use this mode to clean bare floors.

NOTE: For deep cleaning use Carpet mode. The Carpet setting should also be used when cleaning stuck-on dust and debris.

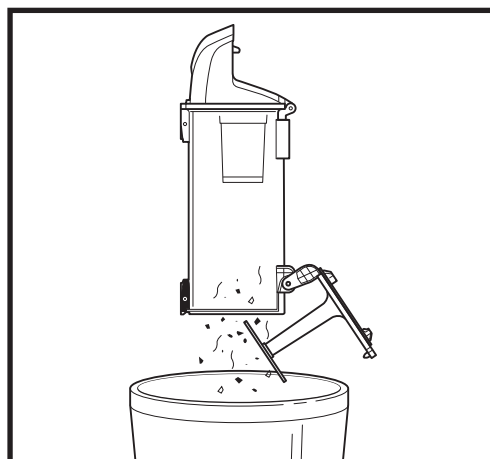
EMPTYING THE DUST CUP

NOTE: Before performing any maintenance, turn the power OFF. Be sure to NOT step on or press the power pedal on the nozzle.



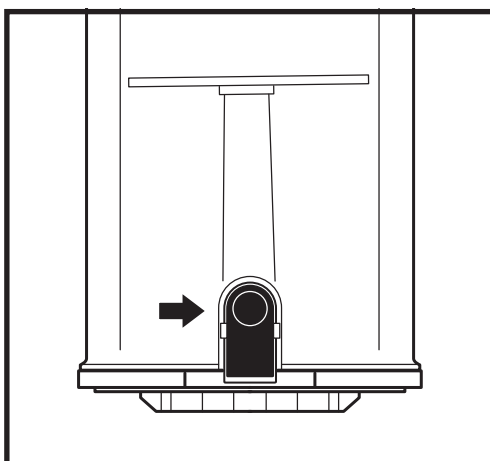
REMOVING THE DUST CUP

Empty the dust cup after every use, or when it appears full. To remove the dust cup, press the Dust Cup Release button, then pull the dust cup away from the vacuum and lift it off.



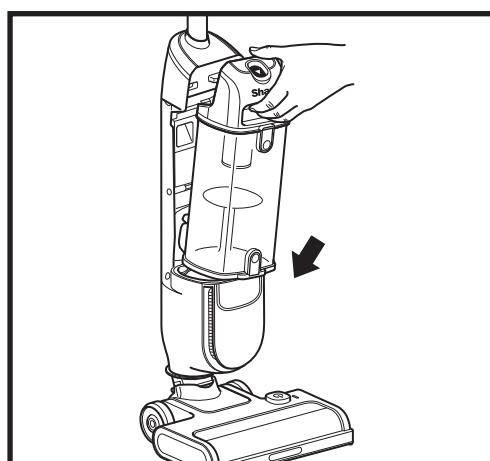
EMPTYING THE DUST CUP

After removing the dust cup from the unit, hold it over a trash bin and press the lid release button to empty debris. Tap the dust cup against the trash bin to remove any stubborn debris.



DUST CUP LID RELEASE BUTTON

The Lid Release button is located at the bottom of the dust cup.



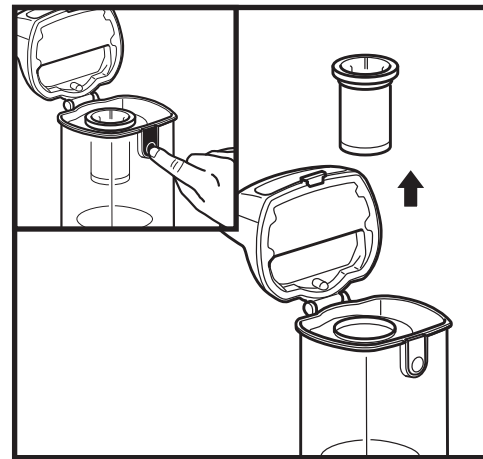
REINSTALLING THE DUST CUP

To reinstall, insert the dust cup into the opening in the vacuum pod and push it forward until it clicks into place.

NOTE: The dust cup lid opens from the front edge of the dust cup.

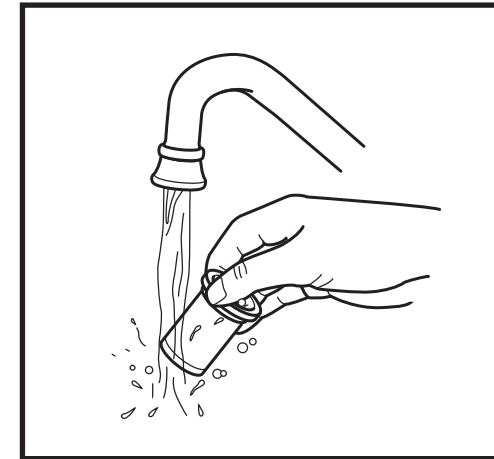
MAINTAINING YOUR VACUUM

DEBRIS SCREEN MAINTENANCE



ACCESSING THE DEBRIS SCREEN

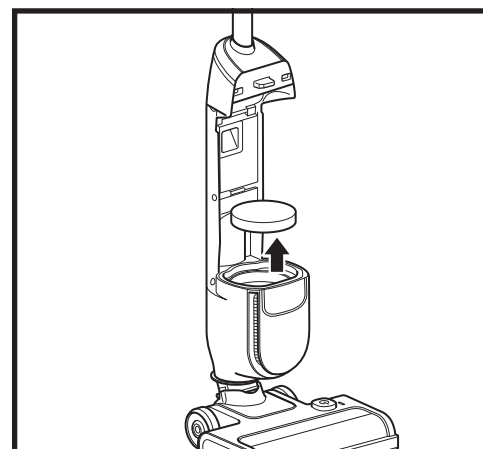
With the dust cup removed, press the screen release button, then pull up on the screen to remove it from the pod.



CLEANING THE DEBRIS SCREEN

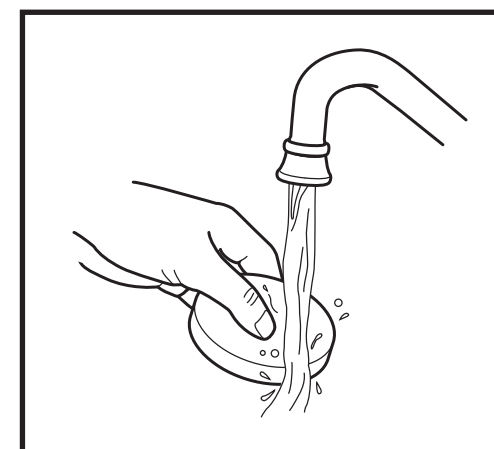
Rinse the debris screen with water only. Allow the screen to air-dry for 24 hours, then reinstall it in the pod.

FILTER MAINTENANCE



REMOVING THE FILTER

With the dust cup removed, lift the filter out of the pod.

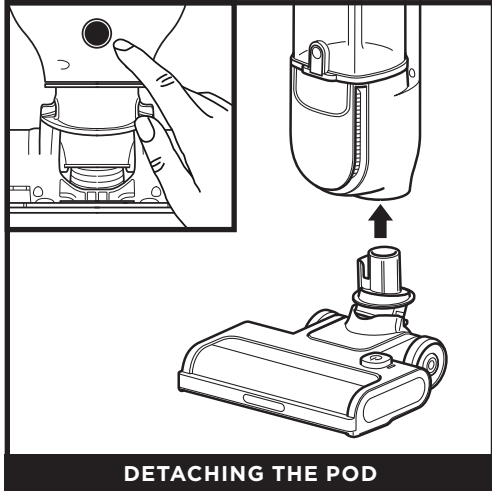


CLEANING THE FILTER

Rinse the filter with water only. Do not use soap or other cleaners. Allow the filter to air-dry completely for 24 hours, then reinstall the filter.

NOTE: Rinse the debris screen and filter with water ONLY. Allow them to air-dry completely before reinstalling.

MAINTAINING YOUR VACUUM



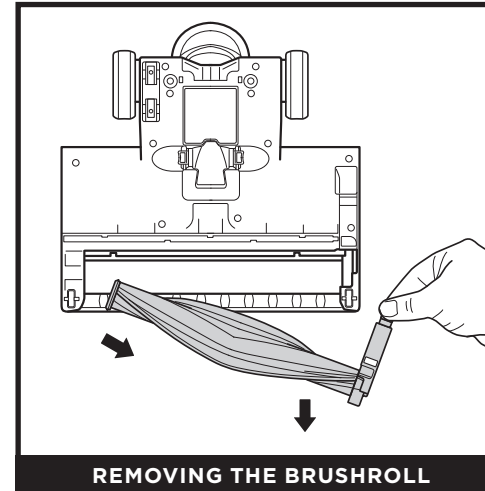
DETACHING THE POD

To detach the pod from the floor nozzle, press the Nozzle Release button near the bottom of the pod. Lift the pod off the floor nozzle. To reinstall the pod, align it over the floor nozzle post and slide it down until it clicks into place.

NOTE: Before performing any maintenance, turn the power **OFF**. Be sure to **NOT** step on or press the power pedal on the nozzle.

MAINTAINING YOUR VACUUM

BRUSHROLL MAINTENANCE



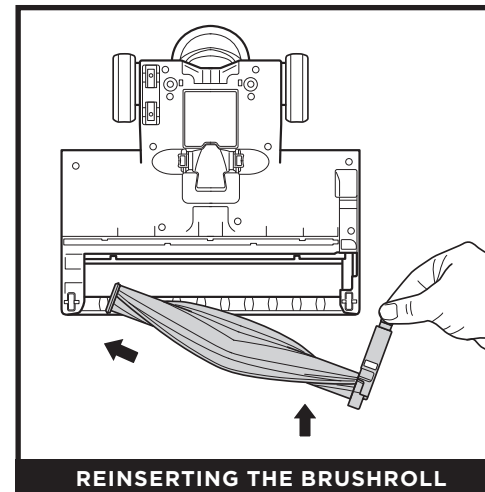
REMOVING THE BRUSHROLL

To remove the brushroll, first detach the pod from the floor nozzle. Turn the nozzle over and open the brushroll release latch, then slide out the brushroll. Clear any blockages and remove any debris from the brushroll and floor nozzle.



CLEANING THE BRUSHROLL

Use scissors to cut away any hair wrapped around the brushroll. Tap off loose debris and wipe the brushroll clean with a dry towel.

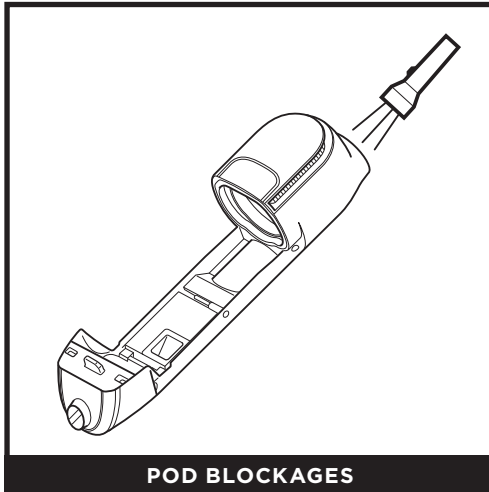


REINSERTING THE BRUSHROLL

After cleaning, reinstall the brushroll into the floor nozzle. Slide it into the nozzle, then re-latch the brushroll release until it clicks securely into place.

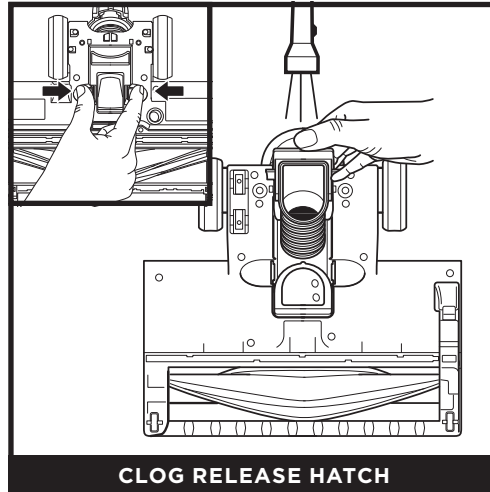
MAINTAINING YOUR VACUUM

CHECKING FOR BLOCKAGES



POD BLOCKAGES

Detach the nozzle from the pod, and check for blockages.



CLOG RELEASE HATCH

With the nozzle detached from the pod, turn the nozzle over. Locate the clog release hatch. Pinch the release touchpoints on the hatch, then lift the cover and clear any blockages.

When all clogs and blockages have been cleared, push the hatch cover closed.

MAINTAINING YOUR VACUUM

TROUBLESHOOTING

WARNING: To reduce the risk of shock and injury, turn off the vacuum cleaner before cleaning, troubleshooting, or light maintenance.

Vacuum is not picking up debris. No suction or light suction.

- There may be full; empty dust cup.
- Check floor nozzle for blockages; clear blockages if required.
- Remove any string, carpet fibers, or hair that may be wrapped around the brushroll.
- Check connection between vacuum pod and motorized floor nozzle; clear any blockages if required.
- Check filters to see if they need cleaning. Follow instructions for rinsing and air-drying the filters before reinstalling in the vacuum.

Vacuum lifts area rugs.

- Make sure you are not engaging Boost mode. Take care when vacuuming area rugs or rugs with delicately sewn edges.

Vacuum lifts off the floor.

- Immediately turn off the vacuum. Remove any blockages before turning the vacuum back on. Make sure the unit is positioned flat on the floor to avoid lifting up again.

Brushroll does not spin.

- Turn off and unplug your vacuum. The brushroll indicator light will turn red when there is a jam in the brushroll. Clear away blockages from around the brushroll area.

If your vacuum has headlights and they are not illuminated, there is a connection issue between pod and nozzle. Try disconnecting and reconnecting these pieces.

Vacuum turns off on its own.

There are several possible reasons for the battery indicator lights on handheld vacuums flashing together, loss of suction, and overheating. If your vacuum turns off on its own:

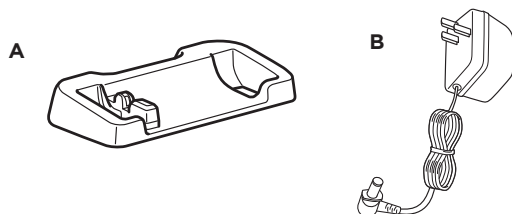
1. Turn on the vacuum and check for battery indicator lights (if applicable) to determine if the battery needs charging.
2. Empty dust cup and clean filters (see Emptying Dust Cup section).
3. Check hose, tube, accessories, inlet openings and remove any blockages (refer to Checking for Blockages section).
4. Allow unit adequate time to cool for at least 45 minutes before restarting.
5. Restart with power button.

TROUBLESHOOTING GUIDE

Problem	Error Code
Nozzle Overcurrent Protection (BF)	Green blink once, blue blink 4 times
Nozzle Overcurrent Protection (CPT)	Green blink once, blue blink 5 times
Charger Error	Blue Solid for 10sec
Charge Overcurrent Protection	Blue & Green blink 0.5sec (ON) then 0.5sec (OFF)
Battery Over Discharge Protection	Green & Blue alternate 0.5sec (ON) then 0.5sec (OFF)

ADDITIONAL ACCESSORIES AVAILABLE ON SHARKACCESSORIES.COM

- A** Charging Dock
- B** Charger



NOTE: Not all accessories come with all units. For a list of the accessories included with this model, see the enclosed Quick Start Guide. To order additional accessories, visit sharkaccessories.com.

Shark NINJA

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 the product owner an additional manufacturer’s guarantee of up to five years (1 year as standard plus 4 years when you register). 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. They do not affect your statutory rights or the obligations of your retailer and your contract with them.

The Lithium ION power pack is not covered by the 5 year guarantee (see battery guarantee on next page).

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 www.sharkclean.co.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 www.Sharkclean.eu/uk/register-guarantee. Products purchased directly from Shark® are automatically registered.

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. 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® 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 up to five years (12 months plus an extended guarantee of 4 years).

What is covered by the free Shark® guarantee?

Repair or replacement (at Shark’s discretion) 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?

1. Blockages - for details of how to unblock your vacuum cleaner, please refer to the Operating Manual.
2. Normal wear and tear such as brush bar, fuse, belt, hose etc.
3. 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.
4. Use of the vacuum cleaner for anything other than normal domestic household purposes.
5. Use of parts not assembled or installed in accordance with the operating instructions.
6. Use of parts and accessories which are not Shark® Genuine Components.
7. Faulty installation (except where installed by Shark®).
8. Repairs or alterations carried out by parties other than Shark® or its agents.
9. The Lithium ION power pack battery. Please see next page for battery guarantee.

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 programme, 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, replacement parts and accessories for all Shark® machines at www.sharkclean.co.uk.

Please remember that damage caused by use of non-Shark® spares is not covered under your guarantee.

TWO (2) YEAR LIMITED BATTERY 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 guarantee on the batteries of up to two years (1 year as standard plus 1 year when you register). These terms and conditions relate to our manufacturer's guarantee only - your statutory rights are unaffected.

The guarantee covers parts and labour. 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 www.Sharkclean.co.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:

- Model Number
- Date you purchased the machine (from your in-store receipt or delivery note)

To register online, please visit www.Sharkclean.eu/uk/register-guarantee. Products purchased directly from Shark® are automatically registered.

IMPORTANT

- The manufacturer's guarantee covers your battery for 12 months (or for 2 years, if registered) starting on the date of delivery.
- Please keep your receipt at all times. Should you need to use your guarantee (standard 1 year or further 1 year extended) 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.

How long are new Shark® batteries guaranteed for?

Our confidence in our design and quality control means that your new Shark® vacuum cleaner battery is guaranteed for a total of two years (12 months plus an extended guarantee of 1 year).

What is covered by the free Shark® guarantee?

Repair or replacement of your Shark® battery (at Shark's discretion to decide whether to replace or repair) 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?

1. Normal wear and tear of parts which require regular maintenance and/or replacement to ensure the proper functioning of your unit.
2. Accidental damage, faults caused by negligent use or care, misuse, neglect, careless operation or handling of the battery which is not in accordance with the Shark® Instructions supplied with your machine.
3. Use of the battery for anything other than powering the Shark® vacuum cleaner with which it was supplied.
4. Use of parts not assembled or installed in accordance with the operating instructions.
5. Use of parts and accessories which are not Shark® spares.
6. Faulty installation (except where installed by Shark®).

Where can I buy genuine Shark® batteries?

Shark® batteries are developed by the same engineers who developed your Shark® vacuum. You'll find a full range of Shark® spares, replacement parts and accessories for all Shark® machines at www.Sharkclean.co.uk. Please remember damage caused by use of non-Shark® spares is not covered under your guarantee.



**SharkNinja Europe Ltd, 1st/2nd
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Thorpe Park, Century Way,
Leeds, England,
LS15 8ZB
www.sharkclean.co.uk**

**SharkNinja Germany GmbH,
Rotfeder-Ring 9,
60327 Frankfurt am Main,
Germany
www.sharkclean.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.

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