

Shark

DuoClean® Powered Lift-Away™ with Anti-Hair Wrap Technology

NZ801UK

Series

INSTRUCTIONS



sharkclean.co.uk

THANK YOU

for purchasing the Shark® Duoclean® Powered Lift-Away™ with Anti-Hair Wrap



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

REGISTER YOUR PURCHASE

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

-  sharkclean.co.uk/register-guarantee
-  +44 (0)800 862 0453
-  Scan QR code using mobile device

Benefits of registering your product and creating an account:

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

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™ with Anti-Hair Wrap Technology. If you have any questions, please call the customer service line on 0800 862 0453.



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This marking indicates that this product should not be disposed with other household wastes throughout the EU. 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 environmental safe recycling.

IMPORTANT SAFETY INSTRUCTIONS

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

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

⚠ WARNING

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

GENERAL WARNINGS

- 1 Your vacuum cleaner may consist of a motorized nozzle, wand, hose, and/or vacuum pod. This device contains electrical connections, electrical wiring, and moving parts that potentially present risk to the user.
- 2 Use only identical replacement parts.
- 3 Carefully observe and follow the instructions provided below to avoid improper use of the appliance. **DO NOT** use the vacuum for any purpose other than those described in this manual.
- 4 Before use, carefully inspect all parts for any damage. **DO NOT** use if any parts are damaged.
- 5 The use of an extension cord is **NOT** recommended.
- 6 **CAUTION:** This vacuum cleaner handle contains electrical connections. This vacuum contains no serviceable parts.

USE WARNINGS

- 7 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.
- 8 **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. Cleaning and user maintenance shall not be done by children.
- 9 Always turn off the vacuum cleaner before connecting or disconnecting any motorized nozzles or other accessories.

- 10 **DO NOT** handle plug or vacuum cleaner with wet hands.
- 11 **DO NOT** use without filters in place.
- 12 Only use Shark branded filters and accessories. Use of non-Shark parts may invalidate your guarantee.
- 13 **DO NOT** damage the power cord:
 - a) **DO NOT** pull or carry vacuum cleaner by the cord or use the cord as a handle.
 - b) **DO NOT** unplug by pulling on cord. Grasp the plug, not the cord.
 - c) **DO NOT** run the vacuum cleaner over the power cord, close a door on the cord, pull the cord around sharp corners, or leave the cord near heated surfaces.
- 14 **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.
- 15 **DO NOT** use if nozzle or accessory airflow is restricted. If the air paths or the motorized floor nozzle become blocked, turn the vacuum cleaner off and unplug from electrical outlet. Remove all obstructions before you plug in and turn on the unit again.
- 16 Keep nozzle and all vacuum openings away from hair, face, fingers, uncovered feet, or loose clothing.
- 17 **DO NOT** use if vacuum cleaner is not working as it should, or has been dropped, damaged, left outdoors, or dropped into water.
- 18 If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similar qualified persons in order to avoid a hazard.

SAVE THESE INSTRUCTIONS

READ ALL INSTRUCTIONS BEFORE USE

- 19 Use extra care when cleaning on stairs.
- 20 **DO NOT** leave the vacuum cleaner unattended while plugged in.
- 21 When powered on, keep the vacuum cleaner moving over the surface at all times to avoid damaging it.
- 22 **DO NOT** place vacuum cleaner on unstable surfaces such as chairs or tables.
- 23 Your Shark® vacuum may not be designed to stand up on its own. When taking a break from cleaning, you may need to lean it against furniture or a wall, or lay it flat on the floor. Using the vacuum for an application where the unit lacks stability may result in personal injury.
- 24 **DO NOT** use to pick up:
 - a) Liquids
 - b) Large objects
 - c) Hard or sharp objects (glass, nails, screws, or coins)
 - d) Large quantities of dust (drywall dust, fireplace ash, or embers). **DO NOT** use as an attachment to power tools for dust collection.
 - e) Smoking or burning objects (hot coals, cigarette butts, or matches)
 - f) Flammable or combustible materials (lighter fluid, gasoline, or kerosene)
 - g) Toxic materials (chlorine bleach, ammonia, or drain cleaner)
- 25 **DO NOT** use in the following areas:
 - a) Poorly lit areas
 - b) Wet or damp surfaces
 - c) Outdoor areas
 - d) Spaces that are enclosed and may contain explosive or toxic fumes or vapors (lighter fluid, gasoline, kerosene, paint, paint thinners, mothproofing substances, or flammable dust)
- 26 Turn off all controls before plugging in or unplugging the vacuum.
- 27 Unplug from electrical outlet when not in use and before any maintenance or cleaning.
- 28 Hand wash with water only. Washing with cleaning chemicals could damage the unit.
- 29 During cleaning or routine maintenance, **DO NOT** cut anything other than hair, fibres, or string wrapped around the brush-roll.
- 30 Allow all filters to air-dry completely before replacing in the vacuum to prevent liquid from being drawn into electric parts.
- 31 Make sure the dust cup and all filters are in place after routine maintenance.
- 32 If provided, secure the power cord around the two cord hooks during storage.
- 33 **CAUTION** this hose contains electrical connections:
 - a) **DO NOT** use to suck up water (for vacuum cleaners only)
 - b) **DO NOT** immerse in water for cleaning
 - c) The hose should be checked regularly and must not be used if damaged.

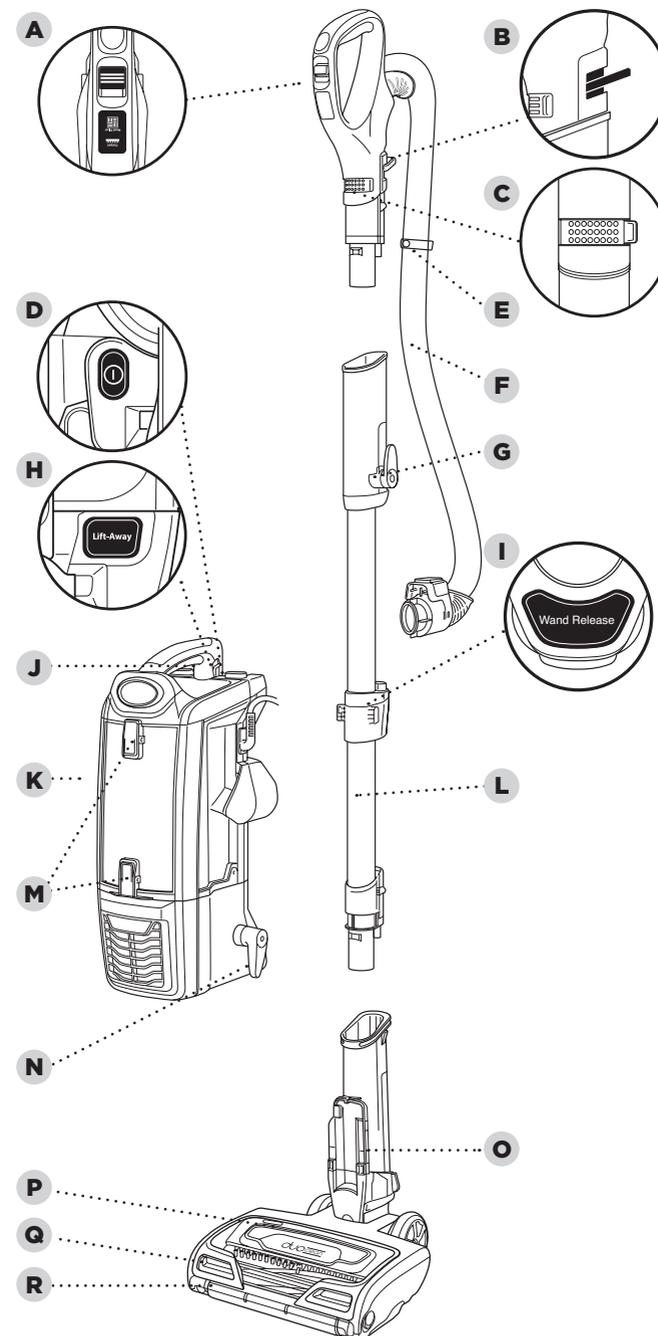
GETTING TO KNOW YOUR SHARK® DUOCLEAN® POWERED LIFT-AWAY™ WITH ANTI-HAIR WRAP TECHNOLOGY

WELCOME!

Congratulations on your purchase. Use this instruction manual to learn about your new vacuum's great features. From assembly to use to maintenance, you will find it all in here.

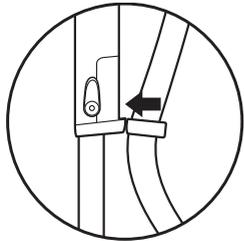
MAIN UNIT

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

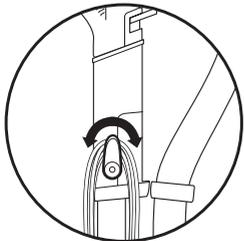


ASSEMBLING YOUR VACUUM

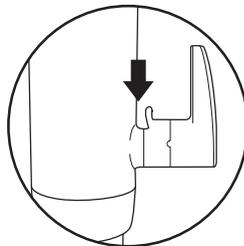
TIP: Push hose clip into back of wand for convenience.



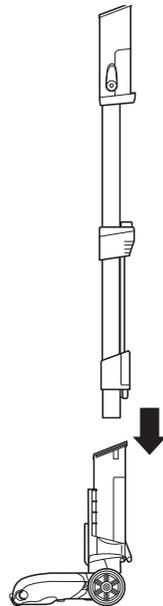
TIP: For quick cord access, rotate upper hook down and remove cord.



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

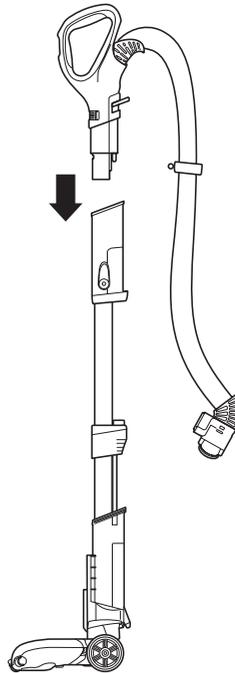


STEP 1



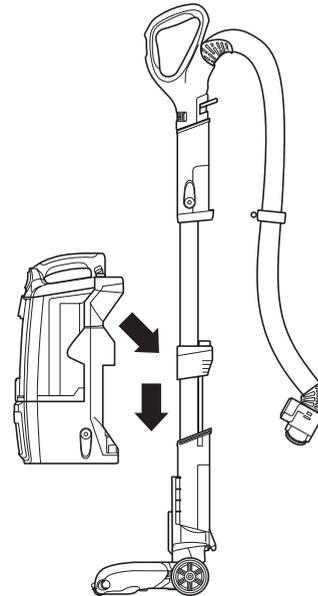
1 Place motorised floor nozzle on floor and insert wand, pressing it in until it clicks securely into place.

STEP 2



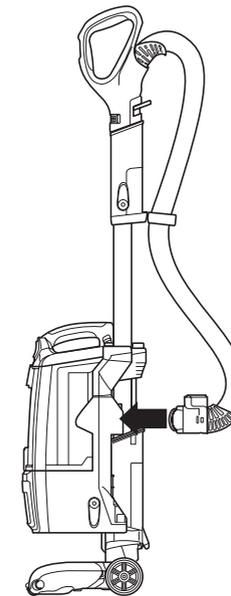
2 Insert handle into wand, pressing it in until it clicks securely into place.

STEP 3



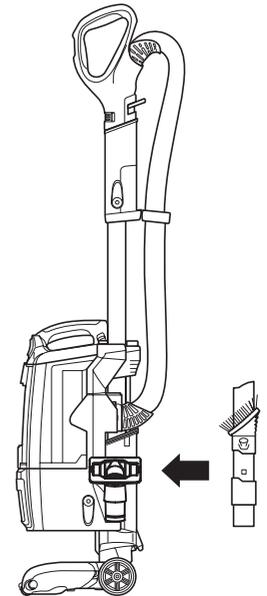
3 Place pod onto wand and slide down to connect.

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 BRUSH-ROLL INDICATOR LIGHT MEAN?

Solid Green

The brush-rolls are on and working as they should.

Solid Red

There is a jam in the brush-roll and/or soft roller area. Turn your vacuum off and remove any blockages.

Flashing Red*

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

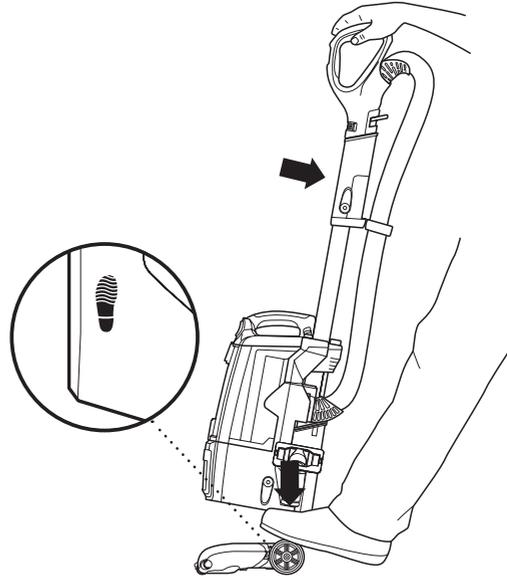
No Light

The brush-rolls are off because the vacuum is off.

*See Troubleshooting section for further instructions.

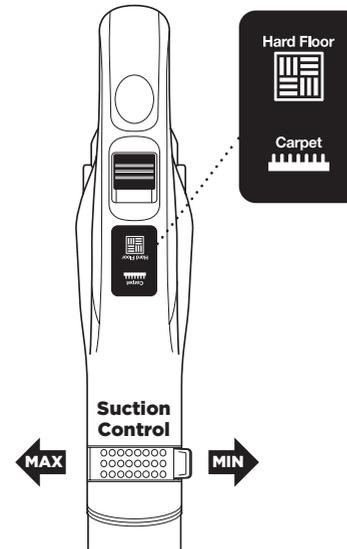


STEP 1



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

STEP 2



- 2 The soft roller spins in both settings to pick up extra dust and debris. Choose the appropriate setting:

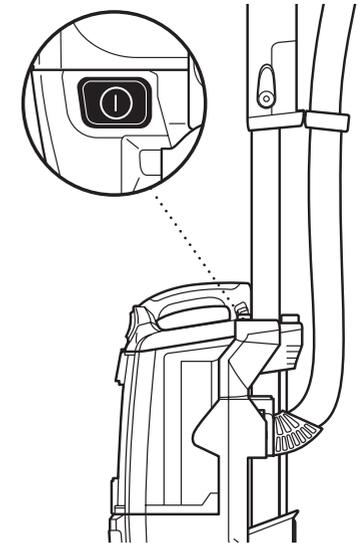
Hard Floor

The brush-rolls spin slowly to pick up fine dust and large debris on hard floors.

Carpet

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

STEP 3



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

USING YOUR VACUUM IN ABOVE-FLOOR MODE

THE BENEFITS OF SUCTION CONTROL

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

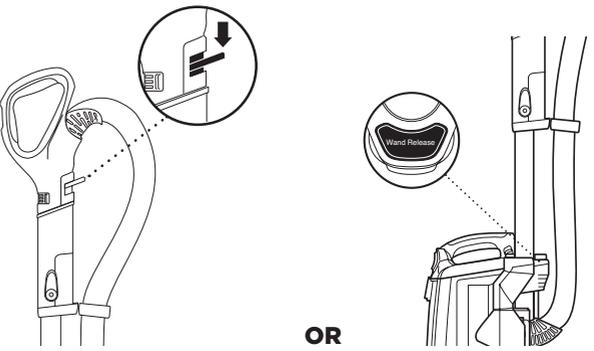
⚠ CAUTION: Ensure solid footing when using in Lift-Away™ mode.

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

WHAT IS POWERED LIFT-AWAY?

Our Powered Lift-Away feature allows you to remove the pod from the nozzle while maintaining the same power you have in upright mode. This is great for cleaning stairs, under furniture, and in other tight spaces.

STEP 1

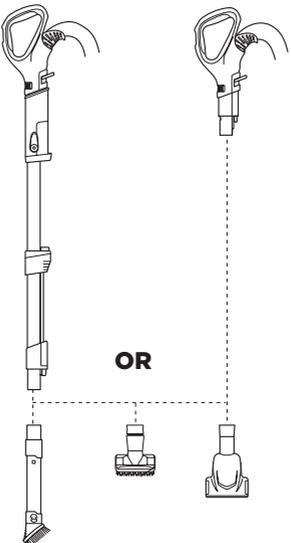


1 Press the Handle Release button when you need to clean within short reach.

OR

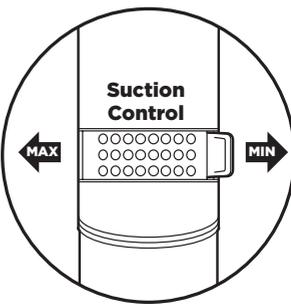
OR Press the Wand Release button when you need to clean with a longer reach.

STEP 2



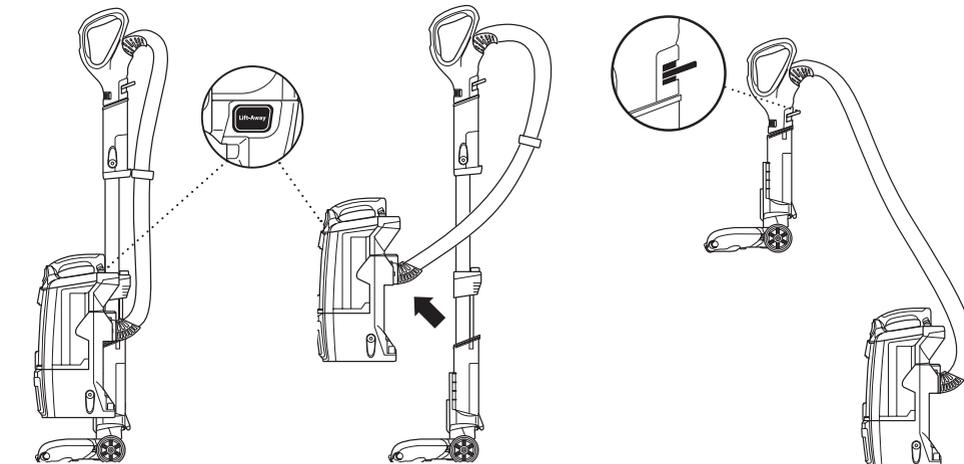
2 Insert desired tool directly onto wand or handle.

STEP 3



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

USING YOUR VACUUM IN POWERED LIFT-AWAY™ MODE



POWERED LIFT-AWAY CLEANING

- 1 Press Lift-Away button to lift pod off floor nozzle. You are now ready to clean those hard-to-reach places.
- 2 For a convenient way to clean stairs, insert handle into motorised floor nozzle.

LIFT-AWAY™ CLEANING

- 1 Attach desired accessory directly into handle. You can also attach the accessory to the wand for extended reach.



COMPATIBLE ACCESSORIES

There are a variety of accessories that are compatible with this vacuum series.

The top flap of your box shows the select accessories that are included with your model.

To purchase additional accessories, go to sharkclean.eu

A Pet Power Brush

Designed to remove pet hair and ground-in dirt from carpeted stairs and upholstery.

B Upholstery Tool

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

C 2 in 1 Duster Crevice Tool

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.

D Crevice Tool

Clean tight spaces, reach skirting boards and ceilings with this slim crevice tool.

E Multi-angle Dusting Brush

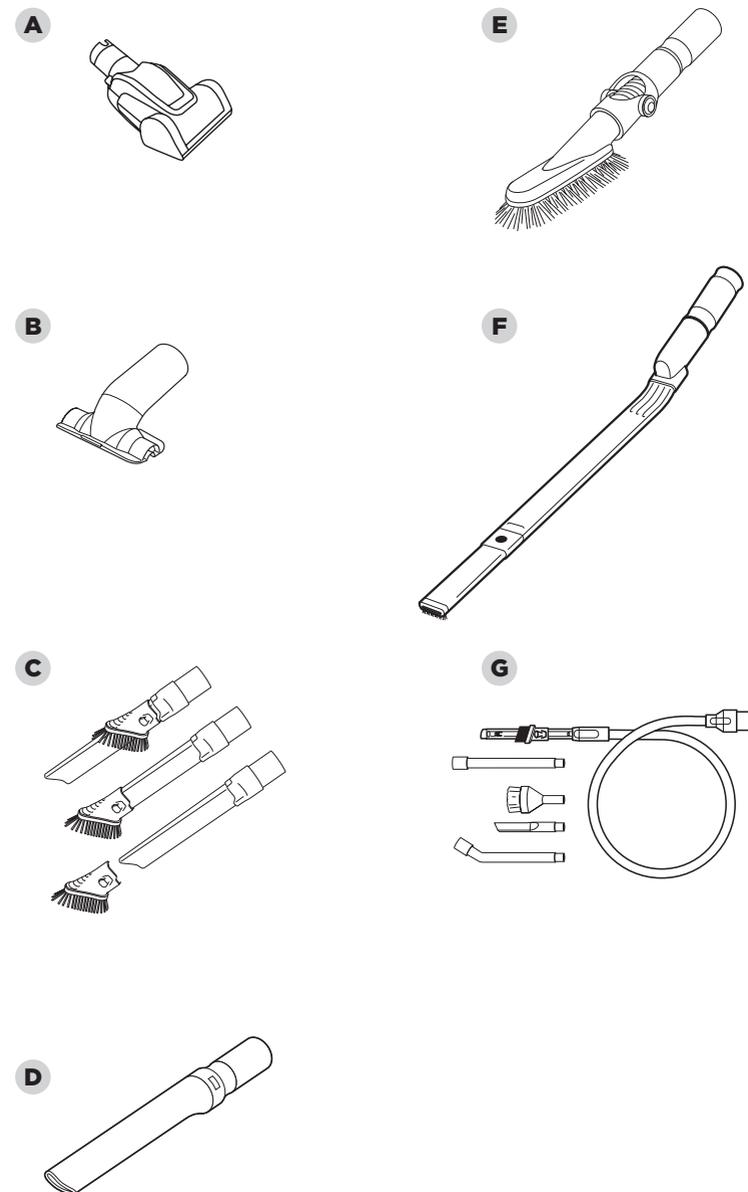
Multiple positions for cleaning shelves, blinds, walls, and ceiling fans. Adjust the angle of the brush to the desired cleaning surface.

F Under Appliance Wand

Clean under and behind large appliances and furniture. The extension piece can be removed and flipped over to clean the underside of appliances.

G Car Detail Kit

Great for cleaning and dusting crevices including door pockets, dashboards and around controls.



MAINTENANCE

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

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

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

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

RECOMMENDED FILTER CLEANING SCHEDULE:

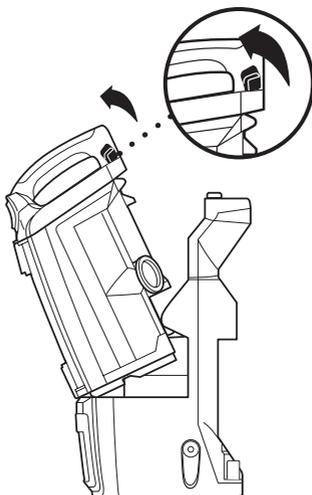
Pre-Motor Filter Kit

(Foam & Felt)
Clean every 3 months.

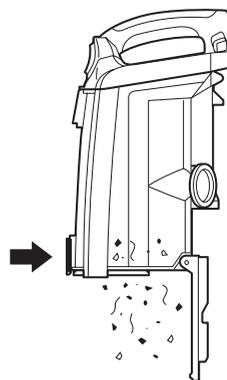
Post-Motor Filter

Clean once a year.

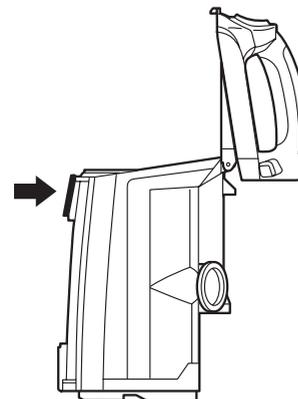
STEP 1



STEP 2

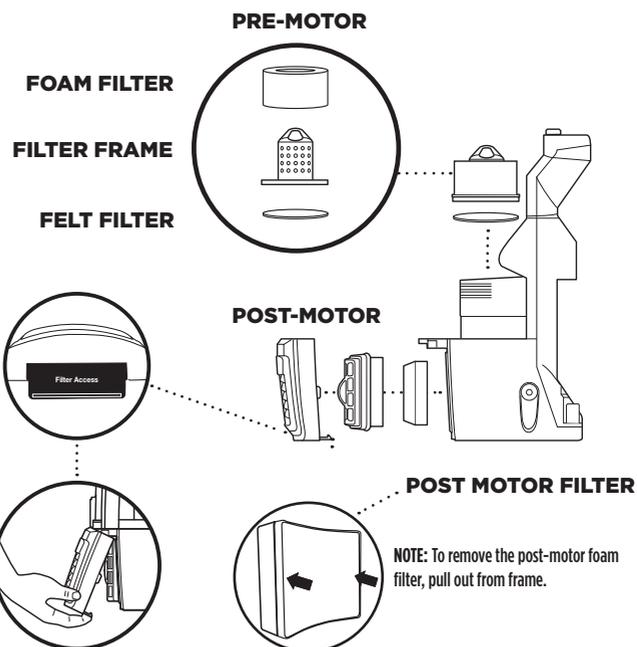


STEP 3



EMPTYING THE DUST CUP

- 1 Pull up on dust-cup release latch and lift dust cup off pod.
- 2 Hold dust cup over a trash bin and press the bottom dust-cup empty pod.
- 3 Press top dust-cup empty latch to access dust screen and remove built-up debris as required.



CLEANING THE FILTERS

- 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:** To access the filter, reach under the grill, press the button, and pull the grill away from the vacuum.

To remove the Pre-motor filter, simply pull black foam out from frame. Rinse both filters and allow to air dry completely before replacing. Hand wash only. Replace foam back into the filter frame and make sure edges are tucked into the frame then insert back into vacuum.



TIP: You can also check for blockages in the hose and airways. Just remove the floor nozzle, dust cup, and hose and shine a torch in the openings.

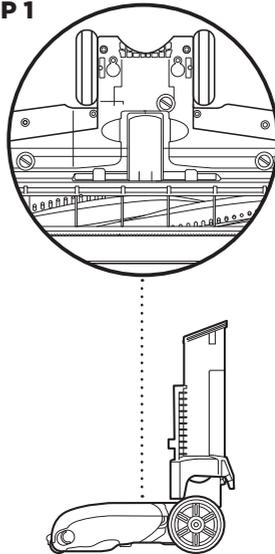
If you see any hair wrapped around the brush-roll, continue cleaning, using Carpet/Low Pile mode on hard floors. This will allow Anti-Hair Wrap technology to remove the hair wrap and send it to the dust cup.

Anti-Hair Wrap Technology

Anti-Hair Wrap Technology actively removes hair wrap from your brush-roll while you vacuum. If you run over a hard or sharp object or notice a noise change while vacuuming, check for blockages or objects caught in the brush-roll.

NOTE: Do not be alarmed if there is visible hair at any given time, as it will eventually make its way to the dust cup.

STEP 1

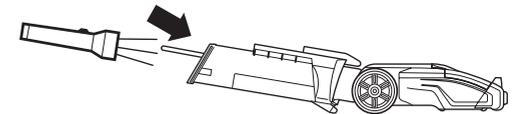
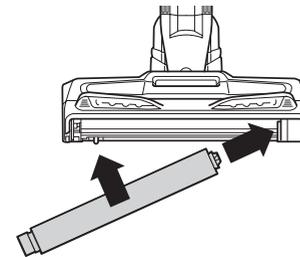
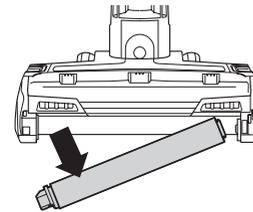


CLEANING THE BRUSH-ROLL

- 1** Use a coin to unlock the 3 locks on the bottom of the floor nozzle, a portion of the base is removable to allow for better access to the brush roll and exposure to the airway. Shine a torch from the bottom to check for possible blockage in the airway.
- 2** Clear away any objects or debris.
- 3** To reassemble, replace base by lining it up along the front of the nozzle. Push down to snap into place. Lock the 3 locks.

DuoClean® Technology

DuoClean® Technology features a bristle brush to deep-clean carpets, and an additional soft brush-roll to pull in larger particles and directly engage floors for a polished look. With normal use, you may need to perform routine maintenance of your Soft Roller. See the instructions below.



CLEANING THE SOFT ROLLER

- 1** To remove Soft Roller from nozzle, lift it out pulling the tab on the right side.
- 2** Tap loose debris off the Soft Roller. Use a dry towel to wipe the Soft Roller clean, or to remove any debris caught in the teeth behind the Soft Roller.
- 3** Hand-wash the Soft Roller as needed. Use only water, and let 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.

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

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

(Refer to Maintenance section for more information.)

- Check filters to see if they need cleaning. Follow instructions for rinsing and drying the filters before re-inserting in the vacuum.
- Dust cup may be full; empty dust cup.
- Check hose, hose connections, nozzle, and accessories for blockages; clear blockages if required.
- Remove any string, carpet fibres, or hair that may be wrapped around the brush-rolls.

Vacuum lifts area rugs.

- Turn off unit to disengage the brush-rolls. Move switch to Hard Floor setting to turn on the slow brush-rolls, which is optimal for bare floors and area rugs.
- Suction is powerful. Take care when vacuuming area rugs or rugs with delicately sewn edges.
- To minimise suction, refer to Suction Control section for more information on how to use.

Brush-roll/soft roller does not spin.

- If Brush-roll Indicator Light on the floor nozzle turns red, the brush-roll and/or soft roller have stopped spinning. Immediately turn off and unplug vacuum. Disconnect the nozzle and remove blockage, then reconnect and turn vacuum back on.
- If Brush-roll Indicator light repeatedly turns red while vacuuming carpet, try moving Suction Control slide to MIN.
- With the power on, recline the handle, which will automatically turn on the brush-rolls.

Vacuum turns off on its own or Brush-roll Indicator Light flashes red.

- This vacuum is equipped with a motor-protective thermostat. If your vacuum overheats, the thermostat will automatically turn the suction motor off. Perform the following steps to restart the thermostat:
 1. Turn vacuum off and unplug it.
 2. Empty dust cup and clean filters (see Maintenance section).
 3. Check for blockages in hose, accessories, and inlet openings.
 4. Allow unit to cool for a minimum of 45 minutes.
 5. Plug in vacuum and turn it on.
- If hose is not fully connected to the pod, it can cause a poor electrical connection and the hose can come loose, turning the vacuum off.
 1. Turn vacuum off and unplug it.
 2. Empty dust cup and clean filters.
 3. Check for blockages in hose, accessories, and inlet openings.
 4. Remove cord from cord hook so hose latch can be seen and engaged.
 5. Ensure you hear an audible click at all connection points:
 - a. Where hose meets back of pod (may require additional force; pull on hose to ensure latch is fully engaged)
 - b. Where wand plugs into floor nozzle
 - c. Where handle plugs into wand
 6. Plug in vacuum and turn it on.

Note: If vacuum still does not start, contact Customer Service at 0800 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 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.

Shark® Guarantees

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

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

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 guarantee 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 guarantee has elapsed. In this case please contact our free phone customer service help line and ask about our out guarantee program, on 0800 862 0453.

Where can I buy genuine Shark spares and accessories?

Shark spares and accessories are developed by the same engineers who developed your Shark vacuum. You'll find a full range of Shark spares and replacement parts for all Shark machines at sharkclean.eu/uk/parts. Accessories are at sharkclean.co.uk

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



SharkNinja Operating LLC
3150 Century Way,
Thorpe Park,
Leeds,
LS15 8ZB
0800 862 0453
www.sharkclean.co.uk

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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