

# Shark<sup>®</sup> Rocket<sup>™</sup>

**HV380UK**

**Model**

**INSTRUCTIONS**



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

 0800 862 0453

# THANK YOU

for purchasing the Shark® Rocket™ Complete with DuoClean™

## REGISTER YOUR PURCHASE

 [sharkclean.eu/uk/register-guarantee](http://sharkclean.eu/uk/register-guarantee)

 0800 862 0453

## RECORD THIS INFORMATION

Model Number: \_\_\_\_\_

Date Code: \_\_\_\_\_

Date of Purchase (Keep receipt): \_\_\_\_\_

Store of Purchase: \_\_\_\_\_

## TECHNICAL SPECIFICATIONS

Voltage: 220-240V~, 50/60Hz

Watts: 600W

## PLEASE READ CAREFULLY AND KEEP FOR FUTURE REFERENCE.

This Owner's Guide is designed to help you get a complete understanding of your new Shark Rocket Complete with DuoClean.

If you have any questions, please call the customer service line at 0800 862 0453.



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This appliance complies with the WEEE-Directive 2012/19/EU on the disposal of electrical and electronic equipment (WEEE).



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.

This appliance complies with the European directives for electromagnetic compatibility (EMC) 2014/30/EU and its revisions, as well as Low Voltage Directive (LVD) 2014/35/EU and its revisions.

# IMPORTANT SAFETY INSTRUCTIONS

FOR HOUSEHOLD USE ONLY

## ⚠ WARNING

**This appliance 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 appliance by a person responsible for their safety. Children shall not use this appliance and close supervision is necessary for any appliance being used near children.**

### THE MOTORIZED FLOOR NOZZLE, WAND, AND HANDHELD VACUUM CONTAIN ELECTRICAL CONNECTIONS:

- These are not serviceable parts.
  - Do not use to vacuum any liquids.
  - Do not immerse in water when cleaning.
  - If handheld vacuum/wand is damaged, discontinue use.
- 
- 1 Inspect power cord and plug for any damage before use. DO NOT use vacuum cleaner with a damaged cord or plug. Turn off all controls before plugging in or unplugging the vacuum cleaner. Store your vacuum cleaner with the power cord secured around the two cord hooks.
  - 2 DO NOT use outdoors or on wet surfaces. Use only on dry surfaces.
  - 3 Unplug from electrical outlet when not in use and before servicing.
  - 4 If vacuum cleaner is not working as it should, or has been dropped, damaged, left outdoors, or dropped into water, return it to SharkNinja Operating LLC for examination, repair, or adjustment.
  - 5 DO NOT pull or carry vacuum cleaner by the cord or use the cord as a handle.
  - 6 DO NOT unplug by pulling on cord. Grasp the plug, not the cord.
  - 7 DO NOT handle plug or vacuum cleaner with wet hands.

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

### GENERAL USE

- 13 Hair removal tool has a sharp edge. Take care when using and keep tool away from children.
- 14 Use only as described in this manual.
- 15 Keep your work area well lit.
- 16 Keep the vacuum cleaner moving over the carpet surface at all times to avoid damaging the carpet fibers.
- 17 DO NOT place vacuum cleaner on unstable surfaces such as chairs or tables.
- 18 DO NOT put any objects into openings. DO NOT use with any opening blocked; keep free of dust, lint, hair, and anything that may reduce airflow.
- 19 DO NOT allow the appliance to be used by children. Close attention is necessary when used near children. This is not a toy.
- 20 DO NOT use without brushroll, Soft Roller, dust cup, and all filters in place.

# SAVE THESE INSTRUCTIONS

PLEASE READ CAREFULLY BEFORE USE

- 21 DO NOT use if airflow is restricted; if the air paths or the motorized floor nozzle become blocked, turn the vacuum cleaner off and unplug from electrical outlet. Remove all obstructions before you turn on the unit again.
- 22 Keep nozzle away from hair, face, fingers, uncovered feet, or loose clothing.
- 23 Only use manufacturer's recommended attachments.

### DUST CUP/FILTERS/ACCESSORIES

Before turning on the vacuum:

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

### GENERAL CLEANING

- 28 DO NOT vacuum up hard or sharp objects such as glass, nails, screws, or coins that could damage the vacuum cleaner.
- 29 DO NOT vacuum up drywall dust, fireplace ash, or embers. DO NOT use as an attachment to power tools for dust collection.

- 30 DO NOT vacuum up smoking or burning objects such as hot coals, cigarette butts, or matches.
- 31 DO NOT vacuum up flammable or combustible materials (e.g., lighter fluid, gasoline, or kerosene) or use vacuum in areas where they may be present.
- 32 DO NOT vacuum up toxic solutions (e.g., chlorine bleach, ammonia, or drain cleaner).
- 33 DO NOT use in an enclosed space where vapors are present from paint, paint thinner, moth-proofing substances, flammable dust, or other explosive or toxic materials.
- 34 DO NOT vacuum up any liquids.
- 35 DO NOT immerse vacuum cleaner in water or other liquids.
- 36 Use extra care when cleaning on stairs.

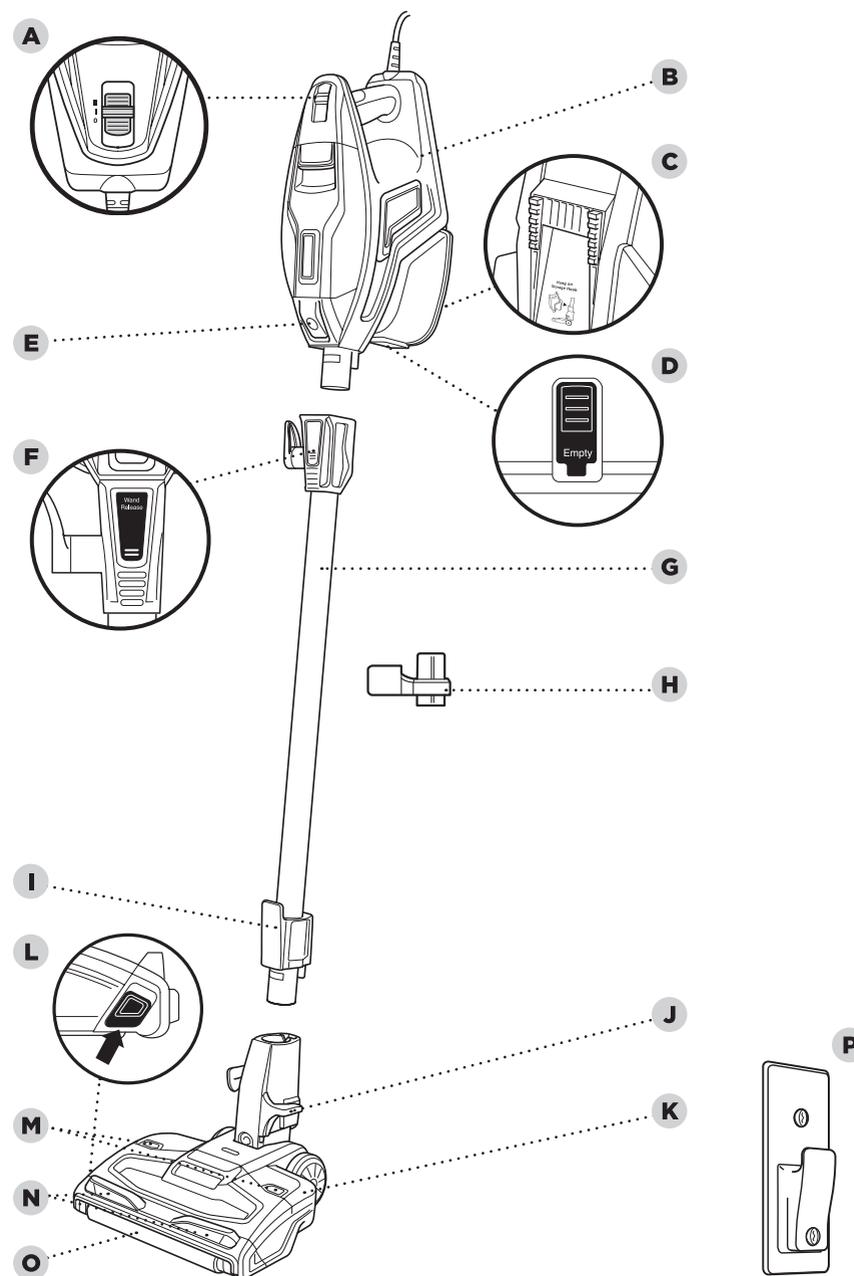
# GETTING TO KNOW YOUR SHARK® Rocket™ COMPLETE WITH DUOCLEAN™

## WELCOME!

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

### MAIN UNIT

- A** Power Switch
- B** Handheld Vacuum
- C** Handheld Vacuum Catch
- D** Dust Cup Release
- E** LED Light
- F** Wand Release
- G** Wand
- H** On-Board Tool Clip
- I** Handheld Vacuum Storage Hook
- J** Lower Wand Release Pedal
- K** Motorized Floor Nozzle
- L** Soft Roller Access Button
- M** Brushroll Garage Release Buttons
- N** Headlights
- O** Soft Roller
- P** Wall Mount

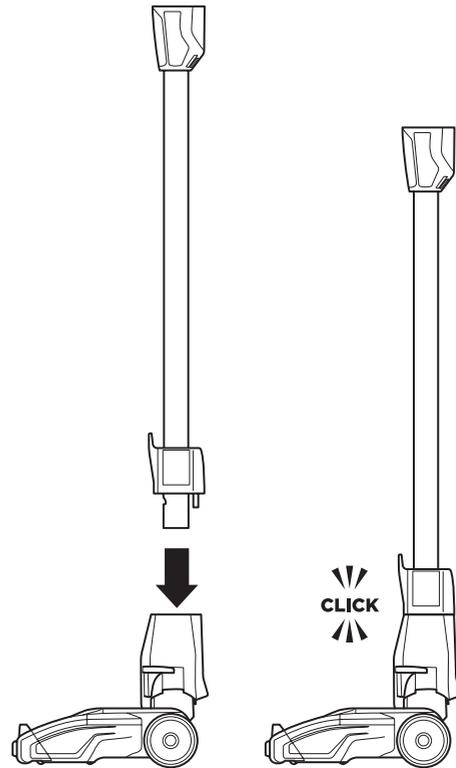


# ASSEMBLING YOUR VACUUM

## DID YOU KNOW?

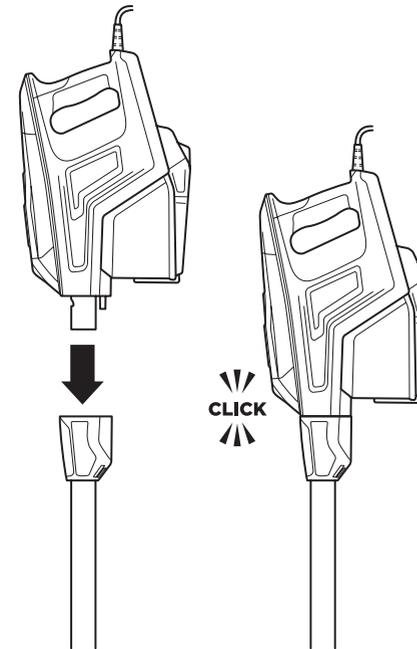
The motorized floor nozzle and handheld vacuum have LED lights that illuminate the floor surface being cleaned. The lights turn on automatically in either speed setting.

### STEP 1



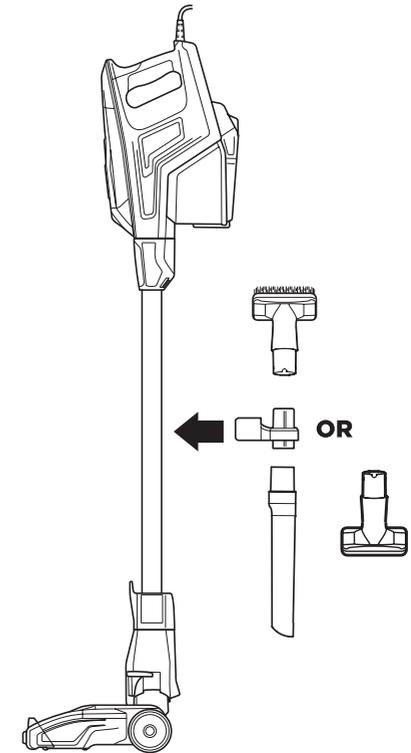
- 1 Insert the wand into the motorized floor nozzle connector until you hear a click.

### STEP 2



- 2 Insert the handheld vacuum into the top of the wand until you hear a click.

### STEP 3



- 3 This vacuum comes with a detachable clip to store up to 2 accessories on board. Snap clip onto the wand. Store one accessory on top holder and one accessory on bottom holder.

## USING THE MOTORIZED FLOOR NOZZLE

**⚠ WARNING:** This vacuum does not stand up on its own, so when taking a break from cleaning, rest it against a piece of stable furniture or lay it flat on the floor. Using for an application where the unit lacks stability may result in personal injury.

**👉 NOTE:** Before vacuuming your delicate area rugs or carpet, refer to the manufacturer's recommended cleaning instructions.

### WHAT DOES THE BRUSHROLL INDICATOR LIGHT MEAN?

#### **Solid Green**

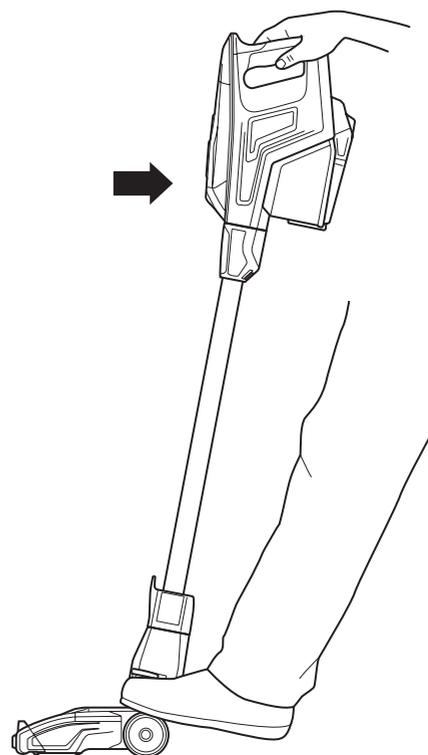
The brushrolls are on and working as they should.

#### **Solid Red**

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

#### **No Light**

The brushrolls are off because the vacuum is off.



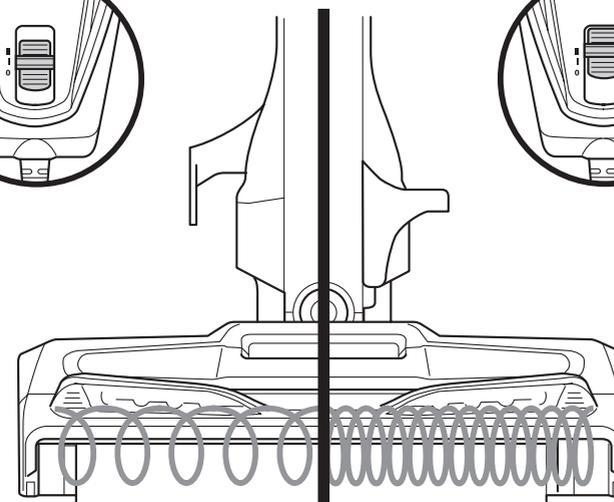
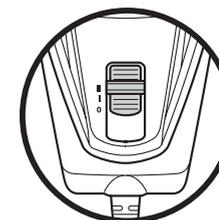
- 1 Plug the unit in and recline the wand.

## CHOOSING THE APPROPRIATE SETTING

### Bare Floor, Area Rugs (I)



### High Pile Carpets (II)



The Shark® Rocket™ Complete with DuoClean™ has a 2-speed power slider switch on the handle. Slide the power switch to appropriate speed setting (I or II) and start cleaning.

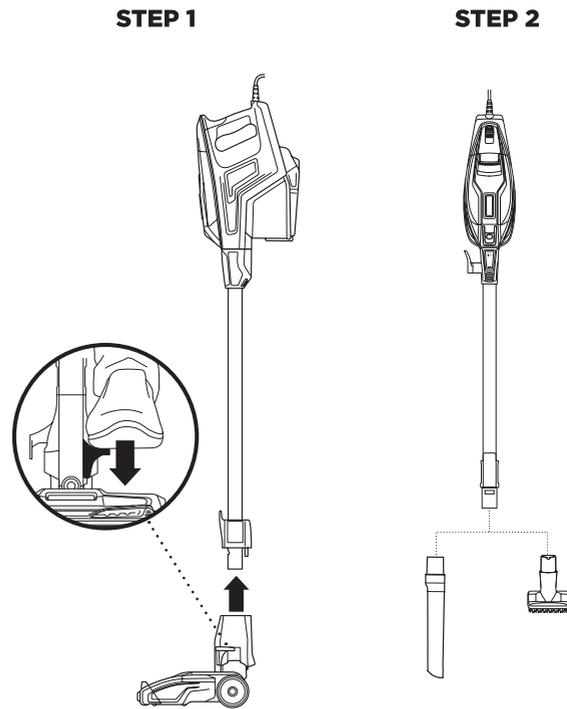
**Bare Floor, Area Rugs (I)** – The brushroll and the Soft Roller both spin together slowly to clean bare floors and delicate area rugs. The Soft Roller traps fine dust and large particles, while the brushroll directs that debris to the suction channel.

**High Pile Carpets (II)** – Both brushrolls spin faster, working together to pick up debris below the surface of your carpets.

## USING YOUR VACUUM IN ABOVE-FLOOR MODE

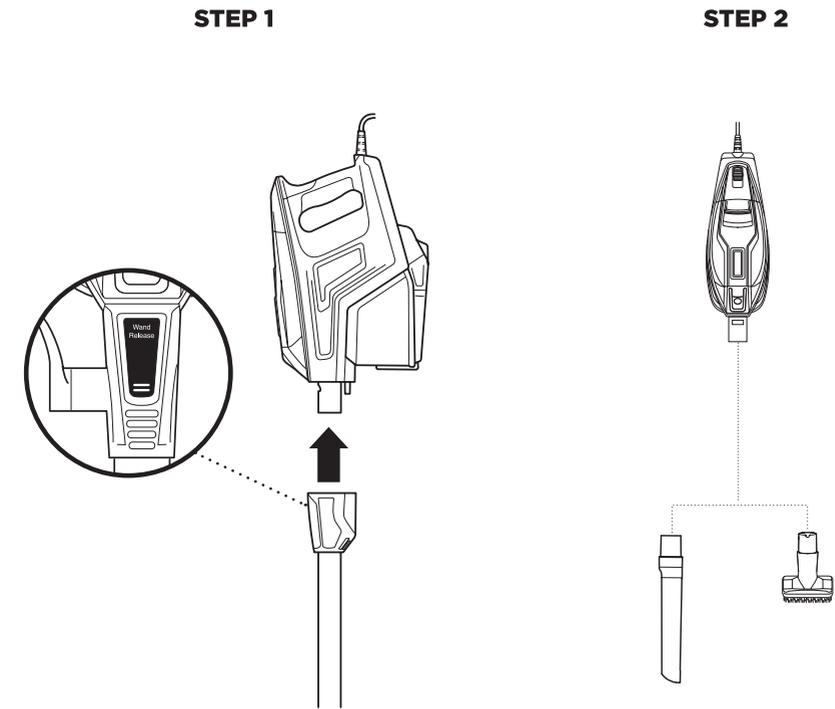
**NOTE:** Both power settings provide the same suction power.

**TIP:** You can attach the handheld vacuum directly to the motorized floor nozzle for convenient stair cleaning.



### For Long-Reach Cleaning:

- 1 Stand the vacuum upright. Step on the foot pedal and pull the wand up to disconnect it from the motorized floor nozzle.
- 2 Attach desired cleaning accessory.



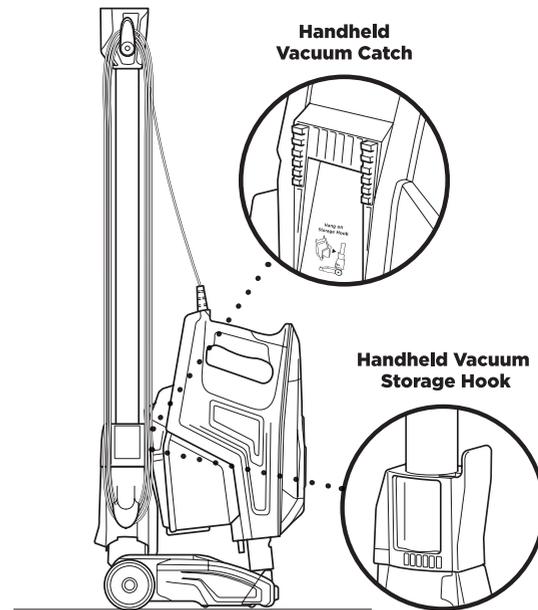
### For Short-Reach Cleaning:

- 1 Press the Wand Release button on the top of the wand to disconnect it from the handheld vacuum.
- 2 Attach desired cleaning accessory. The LED light on the handheld vacuum turns on automatically when the power is on.

## STORAGE

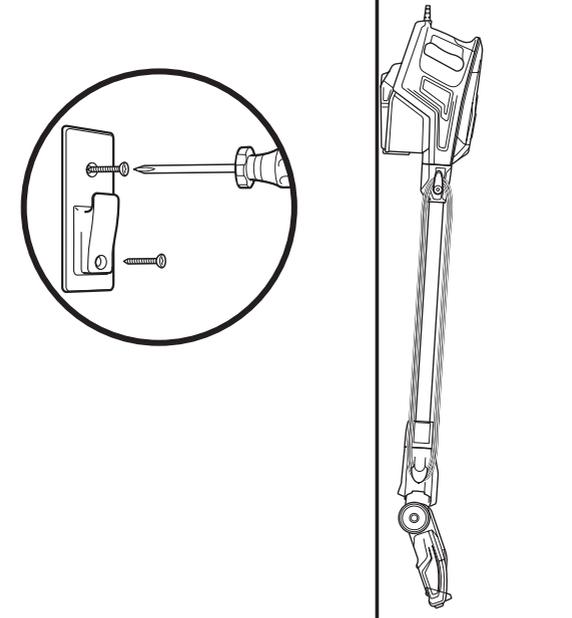
**TIP:** If your unit came with an accessory bag, you can hang the bag on the wall mount with the vacuum.

### OPTION 1



- 1 Press the Wand Release button on the top of the wand to release the handheld vacuum. There is a catch on the bottom of the handheld vacuum. Hang it from the hook located on the bottom portion of the wand. Wrap the cord around the two cord hooks.

### OPTION 2



- 2 Use the wall mount that is included. Drill two 5/16" holes into the wall and insert the provided plastic anchors into the holes. Using a Phillips-head screwdriver, screw the wall mount into the plastic anchors. Hook the catch on the bottom of the handheld vacuum onto wall mount.

## ACCESSORIES

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

The Quick Start Guide shows the select accessories that are included with your model.

**To purchase additional accessories, go to [sharkclean.eu/uk/accessories](http://sharkclean.eu/uk/accessories)**

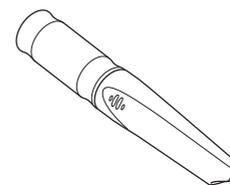
### **A 14 cm Crevice Tool**

Clean in between tight spaces or reach baseboards and ceilings with this slim crevice tool.

### **B Dusting Brush**

Cleans hard surfaces and upholstery.

**A**



**B**



# MAINTAINING YOUR VACUUM

**⚠ WARNING:** Hand wash filters 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.

**⚠ CAUTION:** Turn power off and unplug before servicing.

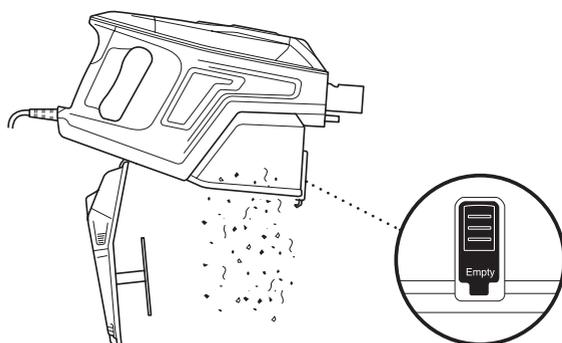
**★ IMPORTANT:** Clean the dust screen inside the dust cup as required.

**👉 NOTE:** Empty dust cup when debris reaches the MAX fill line.

## RECOMMENDED FILTER CLEANING SCHEDULE:

**Pre-Motor Filter Kit**  
(Foam & Felt)  
Clean once a month.

**Post-Motor Filter**  
Clean once a year.

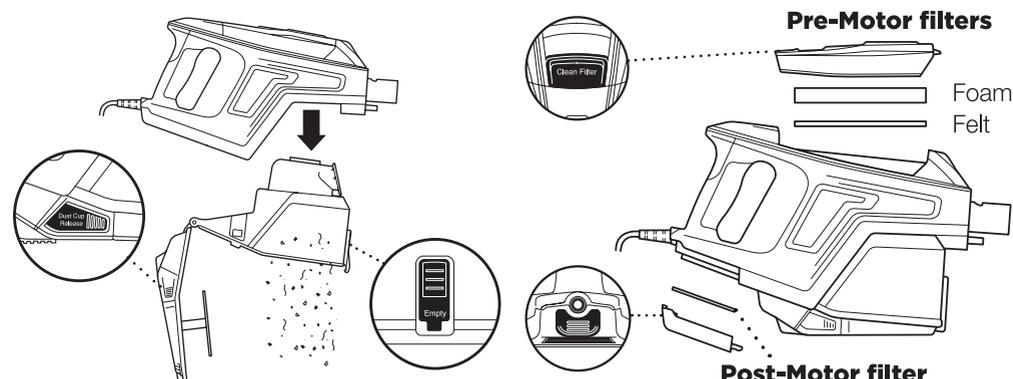


## EMPTYING THE DUST CUP

- 1 Press the Wand Release button on the top of the wand to disconnect the handheld vacuum from the wand.

**OR**

To remove the dust cup from the handheld vacuum, squeeze the two Dust Cup Release buttons on both sides of the base at the same time, then pull out the dust cup.



- 2 Hold dust cup over a trash bin and press the Empty button on the front of the dust cup. The bottom lid will open, allowing the debris to fall out.
- 3 Once dust cup is empty, close the bottom lid and insert dust cup back into handheld vacuum until you hear it click into place.

## CLEANING THE FILTERS

- 1 Access the Pre-Motor foam and felt filters by lifting the latch on the top of the handheld vacuum. Remove and rinse the filters with water. Tap loose dirt off filters between washes as needed. Once completely dry, insert the felt filter first, then place the foam filter on top of it.
- 2 Access the Post-Motor filter under the handle. Remove and rinse the filter with water.

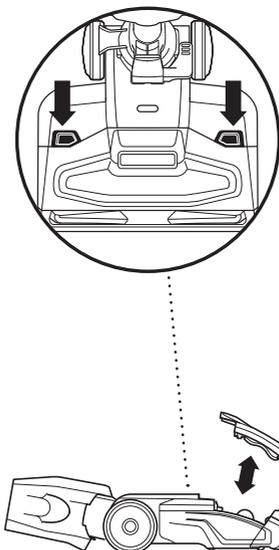
## MAINTAINING YOUR VACUUM - CONT.

**⚠ WARNING:** Do not cut anything but the hair, fibers or string that is wrapped around the brushroll.

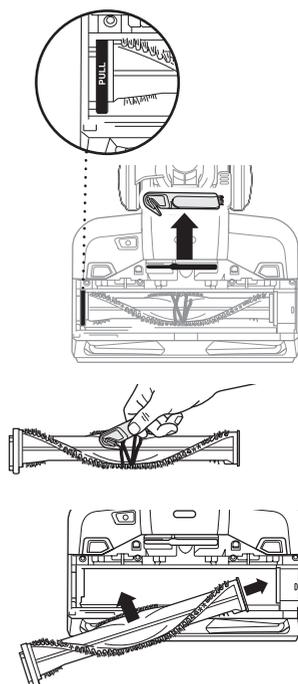
**💡 TIP:** Ensure the brushroll garage is completely sealed and closed before using.

**🔧 NOTE:** Heavy usage over time may require minimal upkeep in order to maintain your vacuum's appearance.

### STEP 1

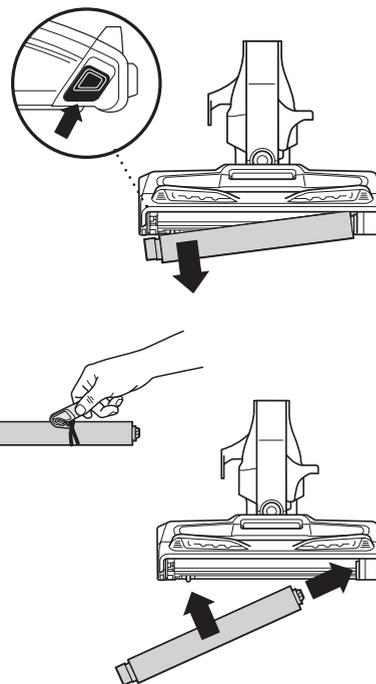


### STEP 2



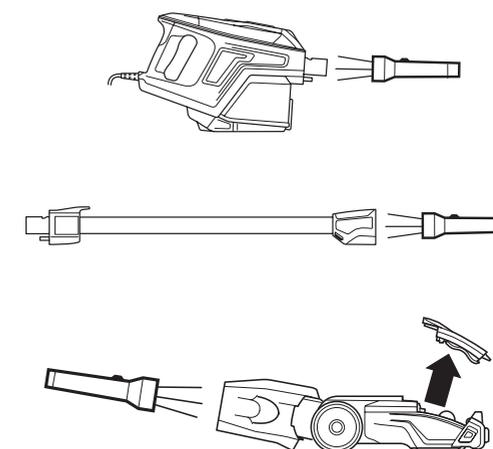
#### MAINTAINING THE BRUSHROLL

- 1 Press down on the two buttons on the floor nozzle to pop up the brushroll garage lid.
- 2 Lift the brushroll out by the tab on the left side. To remove any string, hair or debris that may be wrapped around the brushroll, use the onboard hair removal tool. The tool is located in a compartment on the nozzle, above the brushroll.
- 3 To reinstall the brushroll, return it to the brushroll garage. Press down on the brushroll garage lid until you hear it click into place.



#### MAINTAINING THE SOFT ROLLER

- 1 Slide the Soft Roller access button up to remove the Soft Roller.
- 2 Use the onboard hair removal tool to remove any string, carpet fibers or hair that may be wrapped around the Soft Roller. The tool is located in a compartment on the nozzle, above the brushroll. You can also tap loose debris off the Soft Roller, or wipe it clean with a dry towel. If you see any fibers or hair buildup in the teeth behind the Soft Roller, take a dry towel and wipe it away.
- 3 Wash the Soft Roller as needed. Use only water, and let air-dry completely for at least 24 hours.



- 4 Reinsert the Soft Roller by sliding it into the front of the nozzle until it clicks into place.

#### CHECKING FOR BLOCKAGES: HANDHELD, WAND, AND FLOOR NOZZLE

- 1 Remove the wand from the handheld portion and check all dust cup intake openings.
- 2 Remove the floor nozzle from the wand and check the wand for blockages.
- 3 Tilt neck of floor nozzle back to straighten the airway. Remove blockages.

## TROUBLESHOOTING GUIDE

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

**Vacuum is not picking up debris. No suction or light suction.**  
(Refer to Maintenance section for more information.)

- Check filters to see if they need cleaning. Follow instructions for rinsing and completely air-drying the filters before reinserting in the vacuum.
- Dust cup 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 and Soft Roller or trapped behind the Soft Roller.

**Vacuum lifts area rugs.**

- Suction is powerful. Take care when vacuuming area rugs or rugs with delicately sewn edges.
- Turn off the unit to disengage the brushroll and restart with the Power slider switch.

**Brushroll/Soft Roller does not spin.**

- If Brushroll Indicator Light on the floor nozzle turns red, the brushroll and/or Soft Roller have stopped spinning. Immediately turn off and unplug vacuum and remove blockage before reconnecting and turning vacuum back on.
- If Brushroll Indicator Light on the floor nozzle is green, the blockage has been successfully cleared. If the light is still red, please contact customer service at 0800 862 0453.

**Vacuum turns off on its own.**

This vacuum is equipped with a motor-protective thermostat so the vacuum will shut off if it overheats. Should this occur, perform the following steps to restart the motor-protective 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.

Note: If vacuum still does not start, contact Customer Service at 0800 862 0453.

## Shark NINJA WARRANTY TERMS AND CONDITIONS

When a consumer buys a product in the UK, they get the benefit of legal rights relating to the quality of the product (your "statutory rights"). You can enforce these rights against your retailer. However, at Shark we are so confident about the quality of our products that we give you an additional manufacturer's warranty of up to five years upon registration with Shark. Offer valid only in United Kingdom and Republic of Ireland. These terms and conditions relate to our manufacturer's warranty only – your statutory rights are unaffected.

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

### Shark® Guarantees

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

Every Shark machine comes with a free parts and labour guarantee. Our customer service helpline (0800 862 0453) is open from 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](http://sharkclean.eu/uk).

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

You can register your guarantee online within 28 days of purchase. To save time, you'll need the following information about your machine:

- Serial number (on the machine rating label)
- Date you purchased the machine (receipt or delivery note)
- To register online, please visit [sharkclean.eu/uk/register-guarantee](http://sharkclean.eu/uk/register-guarantee)

### IMPORTANT

- Both the 12 months and the extended 4 years guarantee will only cover your product from the date of purchase.
- Please keep your receipt at all times. Should you need to use your extended guarantee we will need your receipt to verify the information you have supplied to us is correct. The inability to produce a valid receipt may invalidate your guarantee.

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

When you register your guarantee we'll have your details to hand if we ever need to get in touch. You can also receive tips and advice on how to get the best out of your Shark vacuum and hear the latest news about new Shark® technology and launches. If you register your guarantee online, you'll get instant confirmation that we've received your details.

### How long are new Shark machines guaranteed for?

Our confidence in our design and quality control means that your new Shark vacuum cleaner is guaranteed for a total of five years. (12 months plus an extended warranty of 4 years).

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

Repair or replacement of your Shark machine (at Shark's discretion), including all parts and labour. A Shark guarantee is in addition to your legal rights as a consumer.

### What is not covered by the free Shark guarantee?

- Blockages – For details of how to unblock your vacuum cleaner, please refer to the Operating Manual.
- Normal wear and tear such as brush bar, fuse, belt, batteries etc.
- Accidental damage, faults caused by negligent use or care, misuse, neglect, careless operation or handling of the vacuum cleaner which is not in accordance with the Shark Operating Manual supplied with your machine.
- Use of the vacuum cleaner for anything other than normal domestic household purposes.
- Use of parts not assembled or installed in accordance with the operating instructions.
- Use of parts and accessories which are not Shark Genuine Components.
- Faulty installation (except where installed by Shark).
- Repairs or alterations carried out by parties other than Shark or its agents.

### What happens when my guarantee runs out?

Shark does not design products to last for a limited time. We do appreciate that there may be a desire for our customers to want to repair their vacuum cleaners after the warranty has elapsed. In this case please contact our free phone customer service help line and ask about our out warranty program, on 0800 862 0453.

### Where can I buy genuine Shark spares and accessories?

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

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



**Euro-Pro Europe Limited**  
**Century Way**  
**Thorpe Park**  
**Leeds**  
**LS18 2B**  
**0800 862 0453**  
**ninjakitchen.eu**

Illustrations may differ from actual product. We are constantly striving to improve our products; therefore the specifications contained herein are subject to change without notice.

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