

# ***Shark***

## **STRATOS Cordless Vacuum with Anti-Hair Wrap PLUS and Clean Sense IQ.**

IZ400UK Series

### **INSTRUCTIONS**

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### **ANTI-HAIR WRAP PLUS**

# THANK YOU

for purchasing the Shark® Cordless Vacuum with Anti-Hair Wrap PLUS, DuoClean and Clean Sense IQ.



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

**TIP:** You can locate the date code on one of the prongs of the power cord plug.

## ANTI-ODOUR TECHNOLOGY



### DANGER

**If in direct contact with contents of cartridge:**

May cause an allergic reaction to skin. Wear protective gloves if directly coming into the contact with the cartridge. Wash skin thoroughly after handling. Harmful if swallowed. Avoid breathing in mist or vapours, intentional misuse and directly inhaling contents may be dangerous. Avoid release to the environment. Very toxic to aquatic life with long lasting effects, ensure cartridge is disposed of correctly as general waste.

**2-(4-tert-butylbenzyl) propionaldehyde**  
May damage fertility and suspected of damaging the unborn child. Do not handle until all safety precautions have been read and understood. Use personal protective equipment, such as protective gloves, as required.

## REGISTER YOUR PURCHASE

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

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

+44 (0)800 862 0453

Scan QR code using mobile device

Please note, products purchased directly from Shark are automatically registered.

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

## RECORD THIS INFORMATION

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

Serial Number: \_\_\_\_\_

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

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

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

## TECHNICAL SPECIFICATIONS

Voltage: 25.2V

Body Motor Watts: 309W

Nozzle Watts: 80W

## 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 with Anti-Hair Wrap PLUS, DuoClean and Clean Sense IQ.

If you have any questions, please call the customer service line on +44 (0)800 862 0453.

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This marking indicates that this product should not be disposed with other household wastes. 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.



# IMPORTANT SAFETY INSTRUCTIONS

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

To reduce the risk of shock and unintended operation, turn off power and remove the ION Power Pack battery before servicing.

**NOTE: 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:

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. Use only the charger supplied with the unit. Use of an incorrect charger may result in no charging, and/or unsafe conditions. A charger that is suitable for one type of battery pack may create a risk of fire when used with another battery pack.
  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.
  38. **DO NOT** expose the battery to fire or temperatures above 130°C (265°F) as it may explode.
  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.

### ODOUR

41. Observe the following when interacting with the Anti-Odour Cartridge cartridge:
  - a) **DO NOT** attempt to disassemble odour neutralising cartridge.
  - b) Avoid direct contact with the fragrance pod in the cartridge.
  - c) **DO NOT** directly inhale from the odour neutralising cartridge.
  - d) Keep away from children and pets.
  - e) Keep away from heat, sparks, and open flame.
  - f) **DO NOT** place in direct sunlight.

### FRAGRANCE CARTRIDGE FIRST AID

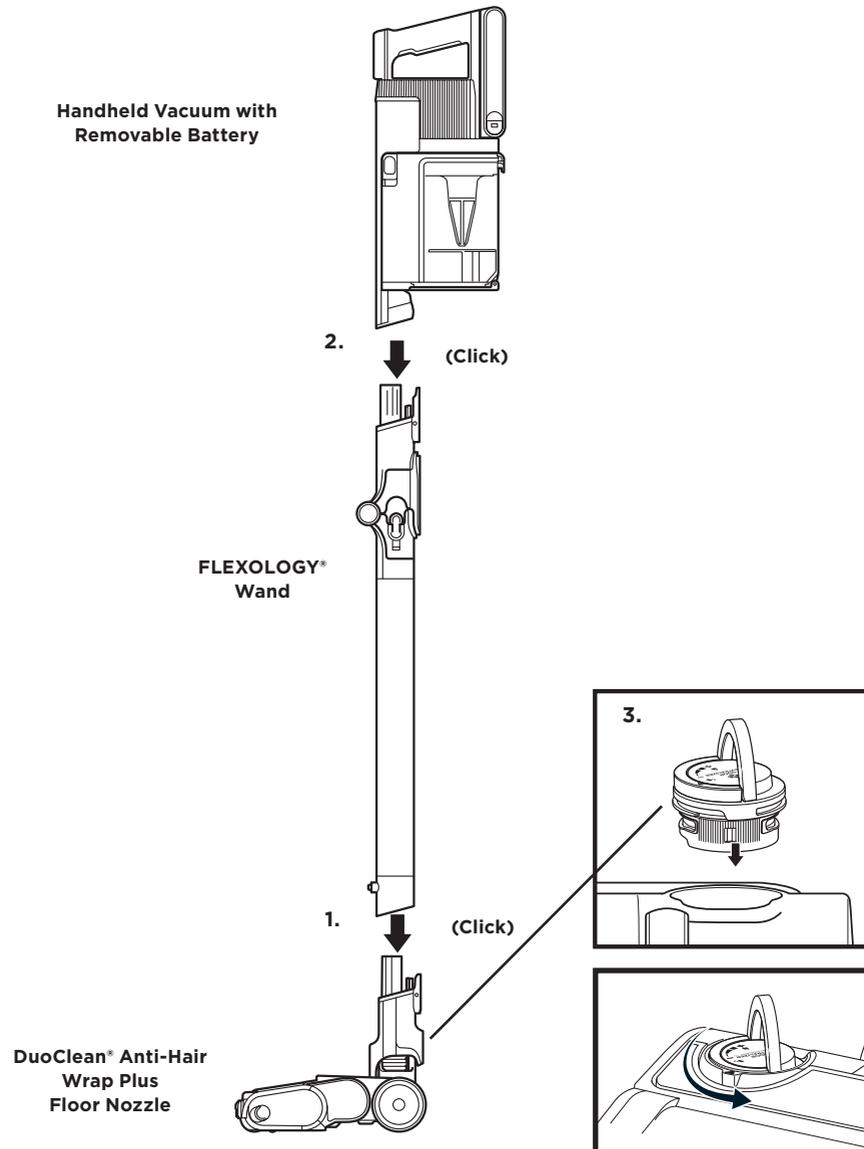
42. Observe the following when interacting with the Anti-Odour Technology cartridge:
  - a) Avoid contact with fabrics and finished surfaces.
  - b) Eye contact: Remove contact lenses if present. Rinse continuously with water for several minutes.
  - c) Skin contact: Wash hands thoroughly after handling. If irritation or rash develops, seek medical advice/attention.
  - d) Inhalation: Move person to fresh air if they are experiencing any respiratory symptoms. If symptoms persist, seek medical advice/attention.
  - d) Ingestion: **DO NOT** induce vomiting. Seek medical advice/attention.

## SAVE THESE INSTRUCTIONS

## ASSEMBLY

1. Insert **Wand** into **Floor Nozzle**.
2. Insert **Handheld Vacuum** into **Wand**.
3. Rotate **Odour Dial** until it clicks into the unlock position, then pull up on the handle of the dial to remove. Insert **Odour Cartridge** into dial and twist to lock. Reinsert the dial into the nozzle and rotate until it clicks into the desired intensity setting.

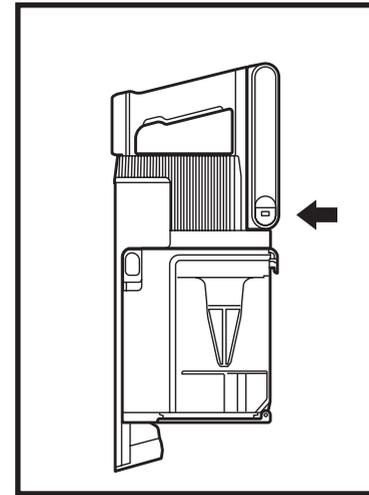
Before use, ensure all components are completely connected and clicked into place.



## LI-ION BATTERY

The **Lithium Ion Power Pack battery** does not come fully charged. Prior to first use, charge completely. During first use, run the battery down until it is completely out of power. This will condition the battery.

### LED BATTERY POWER AND CHARGING INDICATORS



#### Charging

- LED will pulse white when reaching 100% charge.
- LED will pulse green from 76% - 99% charge.
- LED will pulse yellow from 0 - 75% charge.
- No LED the battery pack is off

**NOTE:** Full charge takes approximately 3.5 hours.

#### Additional Notes

1. LEDs turn off once the battery is fully charged.
2. Unit will not power on when charger is connected.

### ABOUT YOUR ION POWER PACK BATTERY

This product uses a Lithium ION rechargeable and recyclable battery. When the battery no longer holds a charge, it should be removed from the vacuum and recycled. **DO NOT** incinerate or compost the battery.

When your Lithium ION Power Pack Battery needs to be replaced, dispose of it or recycle it in accordance with local regulations. In some areas, it is illegal to place spent Lithium ION batteries in the bin or in a municipal solid waste stream. Return spent power packs to an authorised recycling centre or to retailer for recycling. Contact your local recycling centre for information on where to drop off the spent power pack.

#### SUCTION POWER MODES

SUCTION MODE	ECO Mode
ECO	Maximum runtime. Saves battery power.
Clean Sense IQ	<b>Clean Sense IQ Mode</b> Best balance between suction power and optimised runtime.
Boost	<b>Boost Mode</b> Maximum suction. Uses the most battery power.



#### Battery Runtime

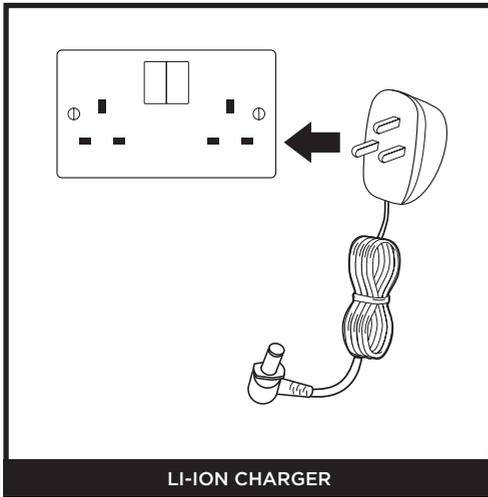
MODE	MINUTES
Hand Vac - ECO Mode (no motorised tool attached)	60
Boost Mode (Hand Vac) (no motorised tool attached)	10

Clean Sense IQ runtime depends on individual use and amount of debris on cleaning surfaces.

Suction mode impacts runtime. Use Boost in short bursts.

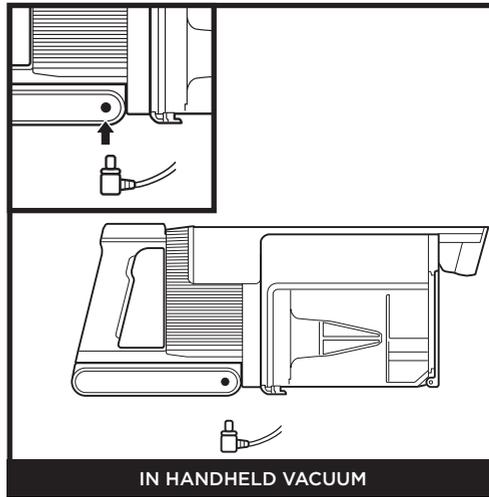
## CHARGING THE BATTERY

### USING THE LI-ION CHARGER



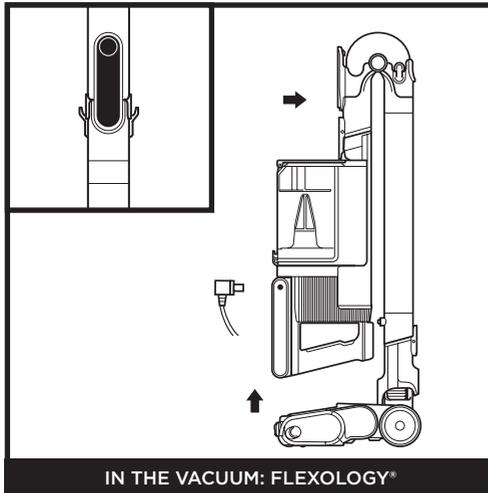
LI-ION CHARGER

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



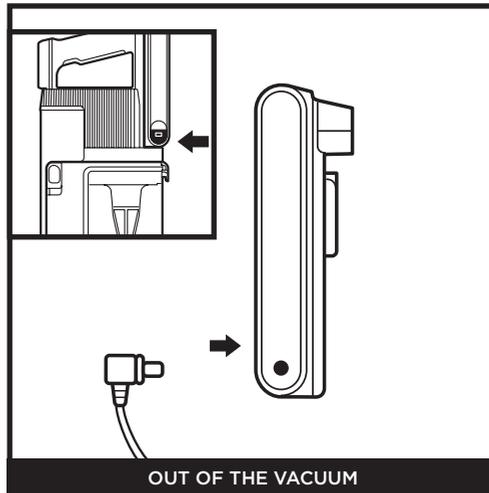
IN HANDHELD VACUUM

To charge the battery inside the handheld vacuum, connect the charger to an electrical outlet, then insert the charger plug into the port below the handle on the handheld vacuum.



IN THE VACUUM: FLEXOLOGY®

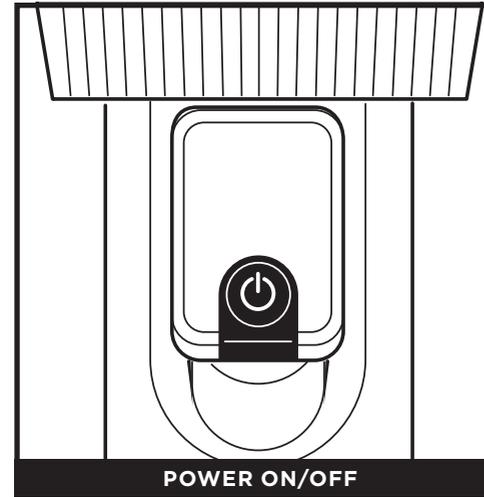
To put the vacuum in storage mode, press the **Flexology Wand Unlock Latch** while folding the handheld vacuum forward until the wand clicks and locks. Plug the charger into the charging port on the handheld vacuum.



OUT OF THE VACUUM

Press and hold the **Battery Release Button**, then slide out the battery. Plug the charger into the charging port on the battery. To reinstall the battery, slide it into the slot in the back of the handheld vacuum until it clicks into place.

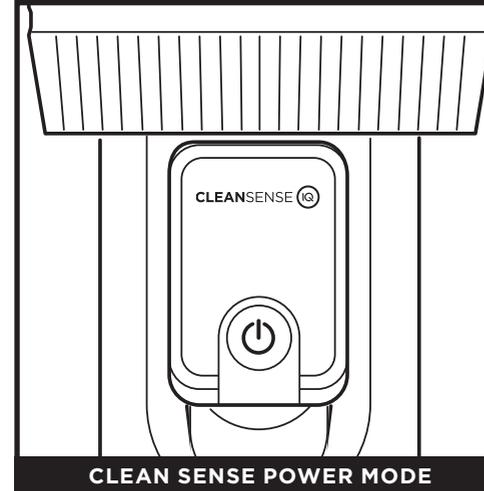
## SETTINGS



POWER ON/OFF

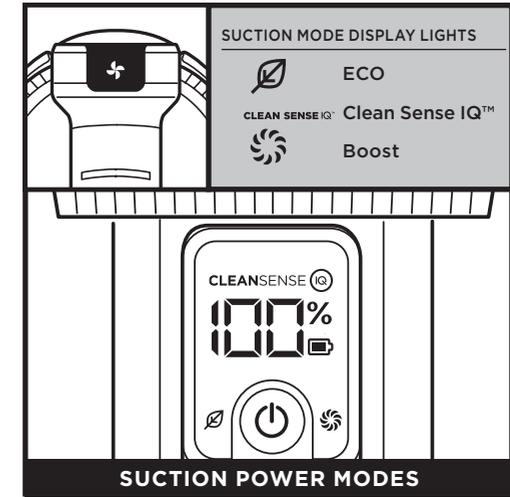
Press power button to turn vacuum on or off.

**NOTE:** The unit will not turn on if the charger is connected. Unplug the charger before turning on vacuum power.



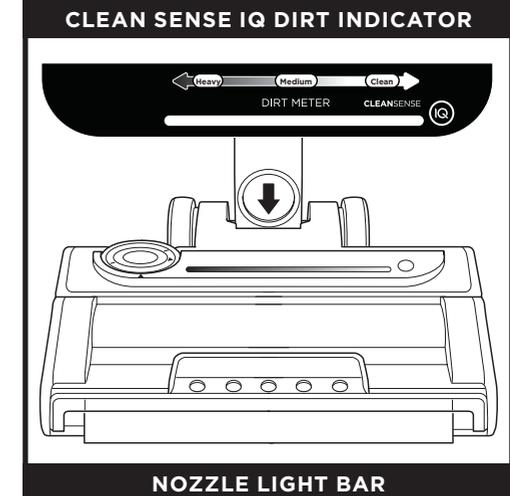
CLEAN SENSE POWER MODE

Clean Sense IQ senses the dirt you can't see and automatically boosts power. Clean Sense IQ mode modifies cleaning performance based on the mess at hand, giving you optimal suction and runtime when heavy or light debris is detected.



SUCTION POWER MODES

Press the (🌀) button to toggle between ECO, Clean Sense IQ™, and Boost modes. To save battery power, select ECO mode. For everyday cleaning power, select Clean Sense IQ mode. For an extra burst of power, select Boost mode.



NOZZLE LIGHT BAR

The **Clean Indicator** visually confirms when floors are cleaned. When the unit senses heavy debris, suction will increase for more cleaning performance. When the debris is cleared, suction will decrease. The clean indicator displays the level of debris detected. For best results, continue cleaning until the indicator returns to its lowest level before moving to the next area.

## ANTI-ODOUR TECHNOLOGY

### SETTINGS



Shark's Anti-Odour Technology cartridge guards against bad odours inside your vacuum.

Flip up the handle and rotate the Anti-Odour dial to adjust Anti-Odour Technology intensity or to unlock the dial for cartridge access.

**Insertion/Removal:** Rotate the Anti-Odour Technology dial to align the teal arrows. Remove the dial to access the odour cartridge for removal or replacement.

**High:** Rotate the Anti-Odour Technology Dial toward the High position for the highest level of intensity when the vacuum is in use. This position is the recommended setting for optimal performance.

**Medium:** Rotate the Anti-Odour Technology Dial toward the medium position to decrease the intensity of the odour when the vacuum is in use.

**Low:** Rotate the Anti-Odour Technology Dial toward the Low position to minimise the intensity to the lowest level when the vacuum is in use.

### ANTI-ODOUR TECHNOLOGY TIPS

#### The Anti-Odour Technology Dial Must be Installed for Vacuum to Function Properly

- Remove the anti-odour cartridge from dial if you don't want the benefits of the Anti-Odour Technology.

#### Maintenance Required

- Clean all filters as recommended under Cleaning Filters.
- Empty your dust cup before storing your vacuum.
- Replace the cartridge as recommended under Anti-Odour Technology Cartridge Replacement.
- Visit [sharkclean.co.uk](http://sharkclean.co.uk) to learn more and purchase replacements.

#### Fragrance Strength Over Time

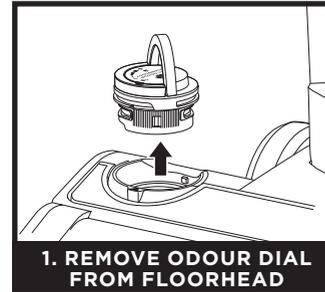
- The intensity of the Anti-Odour Technology's fragrance may diminish over time. It may also have no noticeable fragrance at all. This is natural and does not indicate the technology isn't working. Follow replacement instructions to ensure continued performance.

**NOTES:**

- The odour dial needs to be installed for the vacuum to function properly, with or without the odour cartridge.
- Wash hands thoroughly after handling. If irritation or rash develops, seek medical advice/attention.
- Odour cartridges should be replaced every 6 months for optimal Anti-Odour Technology performance.

## ANTI-ODOUR TECHNOLOGY

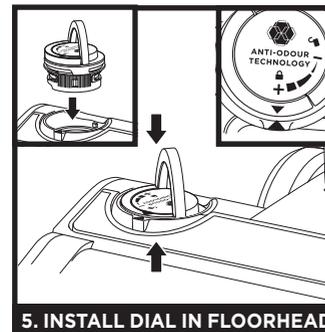
### ANTI-ODOUR TECHNOLOGY CARTRIDGE REPLACEMENT



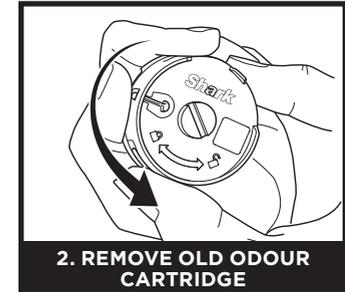
Flip up the handle and rotate the Anti-Odour Technology dial clockwise until the two teal arrows are aligned. Pull the handle to remove the Anti-Odour Technology Dial from the floorhead.



Remove the new Anti-Odour cartridge from the can. To maintain the life of the cartridge, keep it in the can until you are ready to install it.



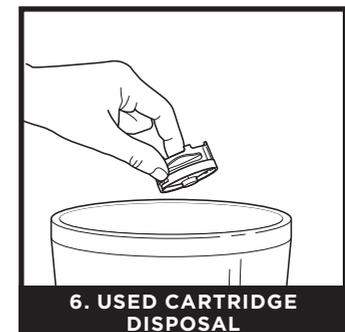
Align the teal arrow on the dial cover with the teal arrow on the floorhead. Then reinsert the dial into the floorhead. Rotate the dial anticlockwise to an intensity setting to engage. Rotate further to change the intensity setting to high, medium or low.



Rotate the cartridge anticlockwise in the dial housing and pull out the cartridge to remove it.



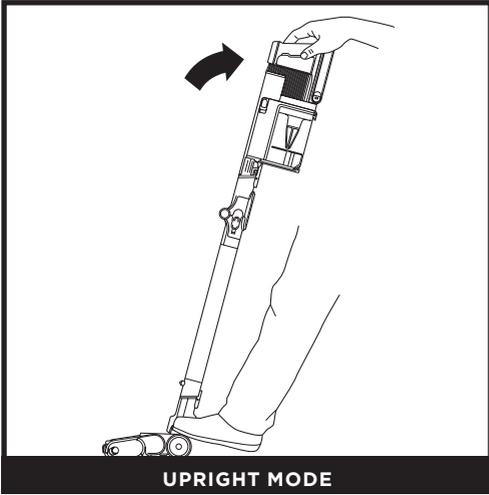
Align the yellow arrow on the side of the cartridge with the yellow arrow on the side of the dial cover, then insert the cartridge into the dial. Rotate the cartridge clockwise to lock it in place.



Dispose of old cartridge into the bin. Please do not throw the anti-odour technology dial into the bin.

For replacement Anti-Odour Technology cartridges please visit [sharkclean.co.uk](http://sharkclean.co.uk)

## CLEANING MODES

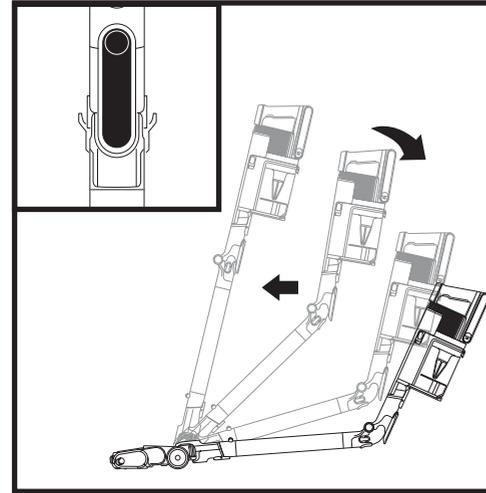


**UPRIGHT MODE**

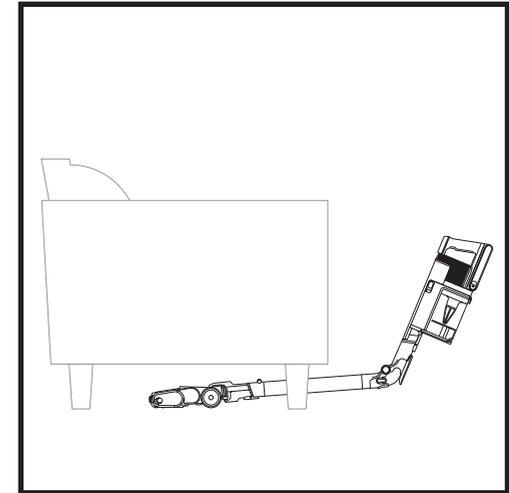
To clean floors, step on floor nozzle and tilt handheld vacuum back.

**NOTE:** Brushrolls will only engage when the handheld vacuum is tilted back.

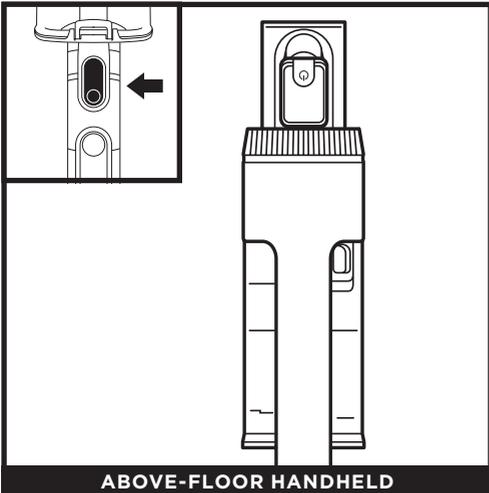
## USING THE FLEXOLOGY WAND



Press the unlock latch on the back of the wand, then adjust the angle.

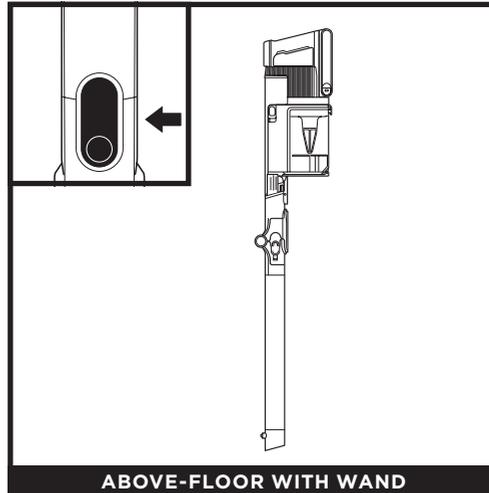


Adjust the wand to a lower angle to easily clean under furniture.



**ABOVE-FLOOR HANDHELD**

Press the wand release button and lift the handheld vacuum off the wand. An attachment can be used to clean stairs, furniture, and other above-floor areas.

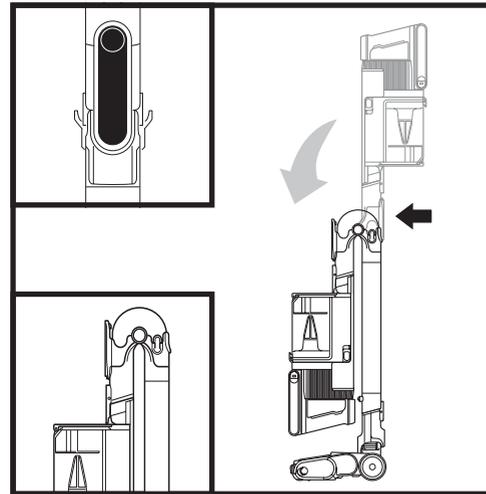


**ABOVE-FLOOR WITH WAND**

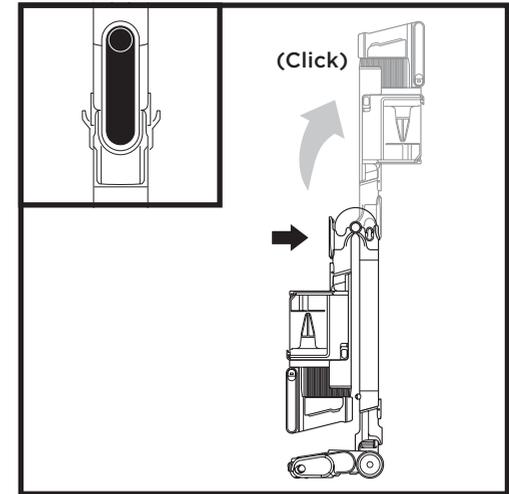
Stand the vacuum upright and press the nozzle release button located at the bottom of the wand, above the nozzle. Lift wand to detach. Great for cleaning baseboards, ceiling fans, window sills, and other hard-to-access areas.

**NOTE:** All accessories are compatible with both the wand and the handheld vacuum.

## FLEXOLOGY STORAGE

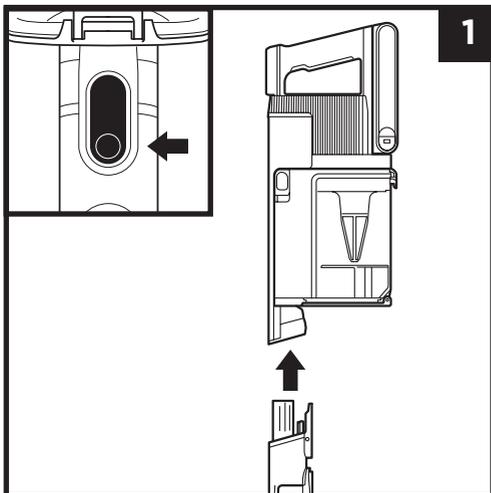


To put the vacuum in storage mode, press the unlock latch while folding the handheld vacuum forward.

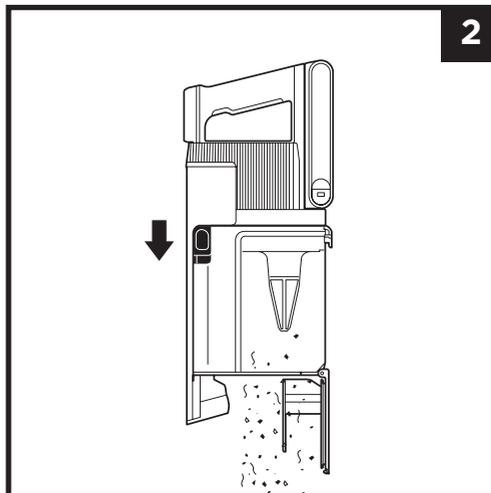


To take the vacuum out of storage mode, press the unlock latch and lift up the handheld vacuum until the wand clicks and locks into place.

EMPTYING THE DUST CUP

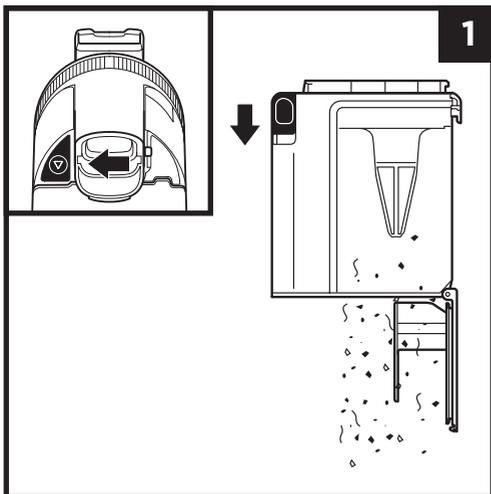


Press the wand release button to detach the handheld vacuum from the wand.



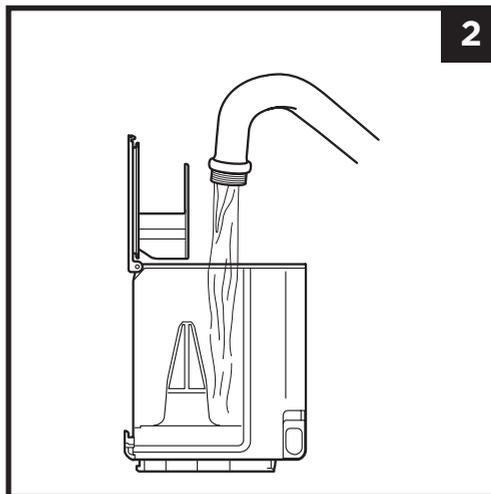
To empty the **Dust Cup** while it is attached to the handheld vacuum, position the dust cup over a bin and slide the lid release slider forward.

REMOVING AND CLEANING THE DUST CUP



To remove the dust cup from the handheld vacuum, press the **Dust Cup Release** button located on the base/bottom of the dust cup. Tilt the dust cup and lift off to remove.

To empty dust and debris, hold the dust cup over the bin, then slide the CleanTouch Dirt Ejector slider forward.



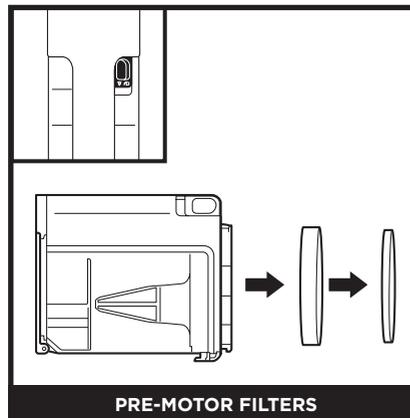
To clean the interior of the dust cup, rinse it with water. Place it on its side with the lid open to air-dry for at least 48 hours before reinstalling.

CLEANING THE FILTERS

Regularly rinse the filters to maintain your vacuum's suction power and to maximise the effectiveness of the odour cartridge.

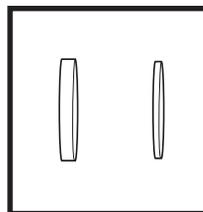
To clean filters, rinse them with water only. **Allow all filters to air-dry completely for up to 48 hours before reinstalling, to prevent liquid from being drawn into electric parts.** Clean the pre-motor filters at least once a month and post-motor filter at least once a year. Tap off loose dirt between washes when needed. More frequent cleaning may sometimes be necessary with heavy use.

**IMPORTANT: DO NOT** use soap when cleaning the filters. Use water only. The vacuum will not have suction if the post-motor filter is not installed. Ensure that all filters are installed before using.

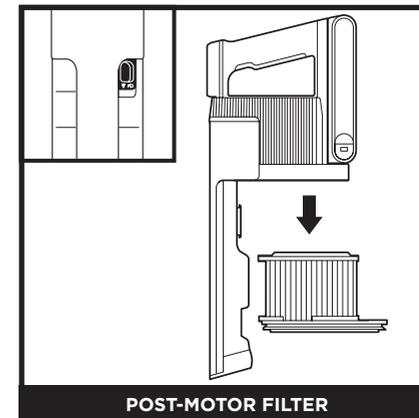


PRE-MOTOR FILTERS

Remove the dust cup, and pull the foam and felt filters out of the back of the dust cup.

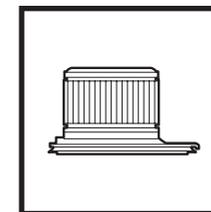


Pre-Motor Foam and Felt Filter Kit



POST-MOTOR FILTER

Remove the dust cup. Pull the post-motor filter out of the handheld vacuum.

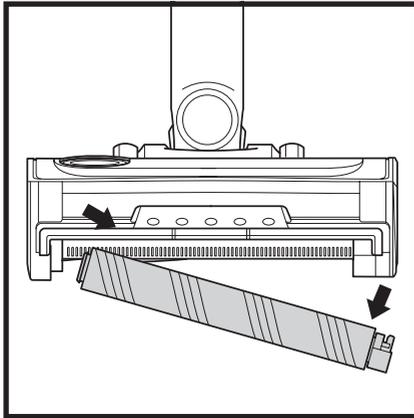


Post-Motor Filter

FLOOR NOZZLE

If any hair is wrapped around the brushroll, continue cleaning using the Carpet setting on a bare floor surface, a low-pile carpet, or a small area rug. If some fibres remain wrapped around the brushroll after continued use, carefully remove them. If you run over a hard or sharp object or notice a change in noise while vacuuming, check the floor nozzle for blockages. (See the Checking for Blockages in the Floor Nozzle section.)

CLEANING SOFT ROLLER



- 1 To remove Soft Roller from nozzle, pull the Soft Roller out by the tab.
- 2 Tap loose debris off the Soft Roller. Use a dry towel to wipe the Soft Roller clean and 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, which should take at least 24-48 hours.
- 4 Reinsert Soft Roller until you feel it click into place.

CLEANING THE SENSORS

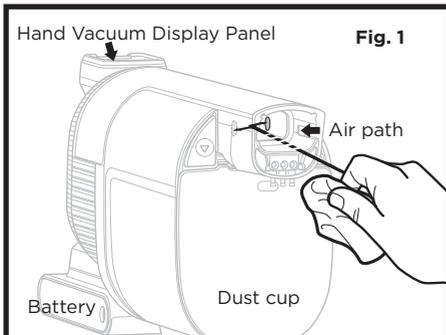


Fig. 1



Make sure to clean the sensors inside the hand vacuum regularly, as hair and other debris may build up and obstruct them. If the sensors are partially obstructed, Clean Sense IQ mode will not adjust suction levels as expected. If the sensors are completely obstructed, the FO error code will appear and the Clean Sense IQ icon will flash on the hand vacuum display panel.

To clean the sensors:

1. Turn off power and remove the hand vacuum.
2. Locate the sensors inside the nozzle of the hand vacuum. The sensors are on the interior walls of the nozzle, about 3 inches down the air path, aligned with the IQ logos (Fig.2) on the exterior.
3. Gently wipe the sensors with a microfiber cloth and remove all hair and debris.
4. Turn on power and verify that the unit is functioning normally.

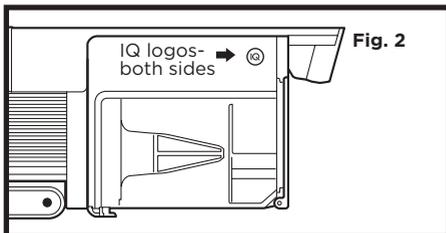
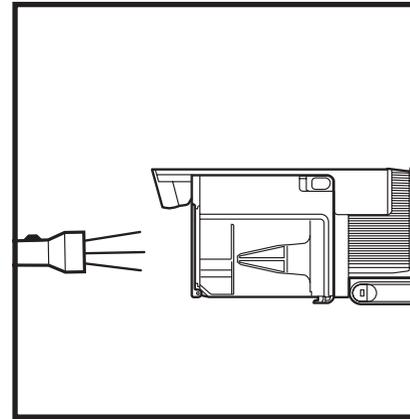


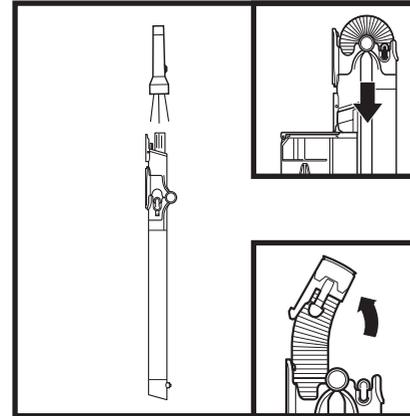
Fig. 2

CHECKING FOR BLOCKAGES



Checking for Blockages in the Handheld Vacuum:

1. Turn off vacuum.
2. Remove the handheld vacuum from the wand.
3. Check all intake openings on the dust cup and remove any debris or blockage.



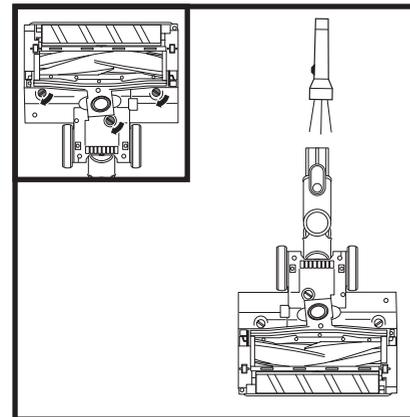
Checking for Blockages in the Wand:

Standard Wand:

1. Turn off vacuum.
2. Remove the handheld vacuum and floor nozzle.
3. Look through wand to check for any blockages.
4. Clear away debris and blockages.

FLEXOLOGY® Wand:

1. Turn off vacuum.
2. Remove the handheld vacuum and floor nozzle from the wand.
3. Check the **Clog Access Hose** on the FLEXOLOGY® section of the wand by pinching the tabs on both sides of the hose and lifting the hose out.
4. Clear any debris and blockages.



Checking for Blockages in the Floor Nozzle:

1. Turn off vacuum.
2. Detach the wand.
3. Use the edge of a coin to open the three locks on the bottom of the floor nozzle.
4. Remove the cover and tilt back the neck of the floor nozzle.
5. Check the opening and remove any debris.
6. Replace the cover by sliding the inserts into the slots, then pressing down firmly on all sides before turning the locks clockwise to close, until they click securely into place.

## TROUBLESHOOTING GUIDE

**⚠ WARNING: To reduce the risk of shock and unintended operation, turn off power and remove the Lithium Ion Power Pack battery before servicing.**

**Vacuum is not picking up debris. No suction or light suction. Filter icon on handheld vacuum control panel is red. (Refer to Checking for Blockages 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 fibres, or hair that may be wrapped around the brushroll.
- Check clog access in wand for any blockages and clear any debris.
- Check connectors between handheld, wand, and floor nozzle for debris. Remove any dust or material in the connectors.
- If the issue persists, please contact Customer Service.

**Vacuum lifts area rugs.**

- Make sure you are not engaging Boost mode as this can be too much suction for lighter rugs. Take care when vacuuming area rugs or rugs with delicately sewn edges.
- Turn off the unit to disengage the brushroll and press the power button to restart.

**Brushrolls do not spin.**

- Immediately turn off the vacuum. Remove any blockages before turning the vacuum back on. Make sure the handheld vacuum is tilted back far enough for the brushrolls to engage. If the brushrolls still do not spin, please contact Customer Service.
- If the floor nozzle has headlights and they are not illuminated, there is a connection issue between the handheld vacuum, wand, and nozzle. Try disconnecting and reattaching the pieces. If the headlights still do not illuminate, please contact Customer Service.

**Vacuum turns off on its own.**

There are several possible reasons for the vacuum turning off on its own, including blockages, battery issues, and overheating. If vacuum turns off on its own, perform the following steps:

1. Turn on the vacuum and check the battery indicator lights located on the handheld vacuum. If recharging is needed, make sure power is turned off before connecting to the charger.
2. Empty dust cup and clean filters (see Emptying the Dust Cup and Cleaning the Filters sections).
3. Check wand, accessories, and inlet openings and remove any blockages.
4. Allow unit and battery to cool for at least 45 minutes, until they return to room temperature.
5. Press power button to restart the vacuum. Make sure the charger is not plugged into the port on the handheld vacuum.

**Vacuum is emitting air that smells bad.**

- Dust cup may be full; empty dust cup. Empty dust cup after each use for optimal odour neutralisation.
- Check filters to see if they need cleaning. Follow instructions for rinsing and air-drying the filters before reinstalling them.
- Check to make sure odour neutraliser cartridge is installed in the dial and the dial is installed in the nozzle.
- Check the odour neutraliser dial on the nozzle to see what setting is enabled.
- If the cartridge has been installed for 6 months or longer, consider replacing it.
- If the cartridge has been installed for less than 6 months, remove the cartridge and check to see if it is still emitting the neutraliser scent.
- If the neutraliser is still emitting a scent but you dislike it, consider turning the intensity down, or reinstall the dial in the nozzle without the cartridge.
- If the neutraliser is not emitting a scent, consider replacing it.

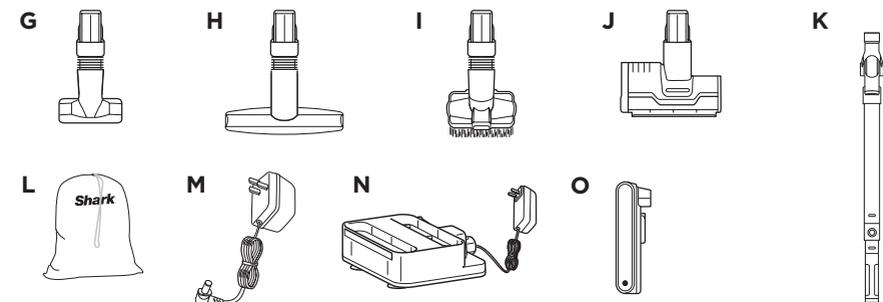
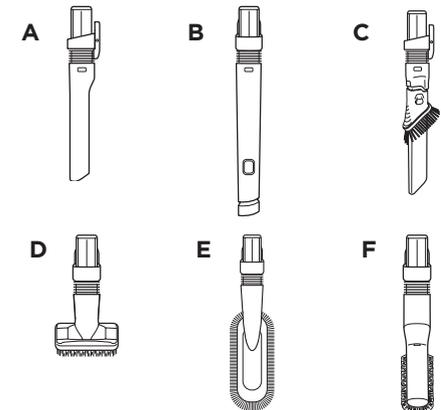
**NOTE:** If vacuum still does not operate properly, contact Customer Service at +44 (0)800 862 0453.

## TROUBLESHOOTING GUIDE

	Fault	Error code display on
Motor	Motor No Start	10
	Motor Overheat	20
	Motor Overcurrent	30
	Motor Short	40
	Motor Overspeed	50
	System Comm Error	60
	Clean Sense IQ Sensor Blockage	F0
Nozzle	Nozzle Overheat	70
	Nozzle Short	E0

## ADDITIONAL ACCESSORIES AVAILABLE ON SHARKACCESSORIES.COM

- A 8" Crevice Tool**
- B 18" Flexi Crevice Tool**
- C Duster Crevice Tool**
- D Dusting Brush**
- E Multi-Angle Dusting Brush**
- F Anti-Allergen Dust Brush**
- G Upholstery Tool**
- H Wide Upholstery Tool**
- I Pet Multi-Tool**
- J Deep-Cleaning Motorised Pet Tool**
- K FLEXOLOGY® Under-Appliance Wand**
- L Accessory Bag**
- M Li-Ion Charger**
- N Dual Li-Ion Charger**
- O Li-Ion Battery**



**NOTE:** Not all accessories come with all units. For a list of the accessories included with this model, see the top inside flap of the box. To order additional accessories, visit [sharkclean.co.uk](http://sharkclean.co.uk).

## 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](http://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)
- Model Number

To register online, please visit [www.Sharkclean.eu/uk/register-guarantee](http://www.Sharkclean.eu/uk/register-guarantee). Products purchased directly from Shark are automatically registered.

### IMPORTANT

- Your Shark guarantee will only cover your product from the date of purchase.
- Please keep your receipt at all times. Should you need to use your 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 extra 4 years on registration).

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

Repair or replacement (at Shark’s discretion) of your Shark machine, including all parts (excluding the Lithium ION power pack, please see next page for battery guarantee) 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. Faults caused by 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](http://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 the product owner 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.

Every Shark® battery 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](http://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/battery:

- Date you purchase the machine/battery (receipt or delivery note)
- Model Number

To register online, please visit [www.Sharkclean.co.uk/register-guarantee](http://www.Sharkclean.co.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 purchase. You’ll need the date you purchased your machine (receipt or delivery note).
- Please keep your receipt at all times. Should you need to use your 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.

### 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 up to two years (12 months plus an extended guarantee of 1 year on registration).

### 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. Faults caused by use of parts and accessories which are not Shark Genuine Components.
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 replacement batteries for all Shark® machines at [www.sharkclean.co.uk](http://www.sharkclean.co.uk). Please remember that damage caused by use of non-Shark® batteries may not be covered under your guarantee. However, your statutory rights are unaffected.





## **ANTI-ODOUR TECHNOLOGY SPECIFICATIONS.**

1. Product Name: Anti-Odour Technology Cartridge
2. Ingredients: Solid SM composite polymer  
C17 + fragrance SE 446676

## **PLEASE READ CAREFULLY AND KEEP FOR FUTURE REFERENCE.**

This Instruction Guide is designed to help you get a complete understanding of your new Shark STRATOS vacuum.

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