Shark®

POWERED *Lift-Away*™ DuoClean™

NV801UK Series

INSTRUCTIONS



sharkclean.eu

0800 862 0453

THANK YOU
for purchasing the Shark® Powered Lift-Away™ DuoClean

REGISTER YOUR PURCHASE

sharkclean.eu/uk/register-guarantee

0800 862 0453

Scan QR code using mobile device

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.

RECORD THIS INFORMATION

Model Number: _____

Serial Number _____

Date Code: _____

Date of Purchase (Keep receipt): _____

Store of Purchase: _____

TECHNICAL SPECIFICATIONS

Voltage:	220-240V~, 50-60Hz
Watts:	750W
Power Nozzle:	80W

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 Powered Lift-Away 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 capacities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for the safety. Children shall not use or play with this appliance. Close supervision is necessary to keep appliance out of reach of children during use.

CAUTION: THE MOTORISED FLOOR NOZZLE, WAND, HOSE AND HANDLE CONTAIN ELECTRICAL CONNECTIONS:

- These are not serviceable parts.
- Do not use to suck up water.
- Do not immerse in water for cleaning.
- The handle/wand and hose should be checked regularly and must not be used if damaged.

1 Inspect supply cord and plug for any damage before use. If the supply cord is damaged, it must be replaced by Euro-Pro Europe Ltd, its service agent or similarly qualified persons in order to avoid a hazard. DO NOT use vacuum cleaner with a damaged with a damaged cord or plug. Turn off all controls before plugging in or unplugging the vacuum cleaner. Store your vacuum cleaner with the supply cord secured around the two cord hooks.

2 DO NOT use outdoors or on wet surfaces. Use only on dry surfaces.

3 The plug must be removed from the socket-outlet before cleaning or maintaining the appliance.

4 If vacuum cleaner is not working as it should, or has been dropped, damaged, left outdoors, or dropped into water, return it to Euro-Pro Europe Ltd 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 motorised 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 fibres.

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.

SAVE THESE INSTRUCTIONS

PLEASE READ CAREFULLY BEFORE USE

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.

21 DO NOT use if airflow is restricted; if the air paths or the motorised 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 Keep hair, loose clothing, and all parts of the body away from openings and moving parts, such at the brushbar or pet power brush.

24 Only use manufacturer's recommended attachments.

DUST CUP/FILTERS/ACCESSORIES

Before turning on the vacuum:

25 Make sure that all filters are thoroughly dry after routine cleaning.

26 Make sure brushroll, Soft Roller, dust cup, and all filters are in place after routine maintenance.

27 Make sure accessories are free of blockages and keep openings away from face and body.

28 Only use Shark® brand filters and accessories (failure to do so will void the warranty).

GENERAL CLEANING

29 DO NOT vacuum up hard or sharp objects such as glass, nails, screws, or coins that could damage the vacuum cleaner.

30 DO NOT vacuum up drywall dust, fireplace ash, or embers. DO NOT use as an attachment to power tools for dust collection.

31 DO NOT vacuum up smoking or burning objects such as hot coals, cigarette butts, or matches.

32 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.

33 DO NOT vacuum up toxic solutions (e.g., chlorine bleach, ammonia, or drain cleaner).

34 DO NOT use in an enclosed space where vapours are present from paint, paint thinner, moth-proofing substances, flammable dust, or other explosive or toxic materials.

35 DO NOT vacuum up any liquids.

36 DO NOT immerse vacuum cleaner in water or other liquids.

37 Use extra care when cleaning on stairs.

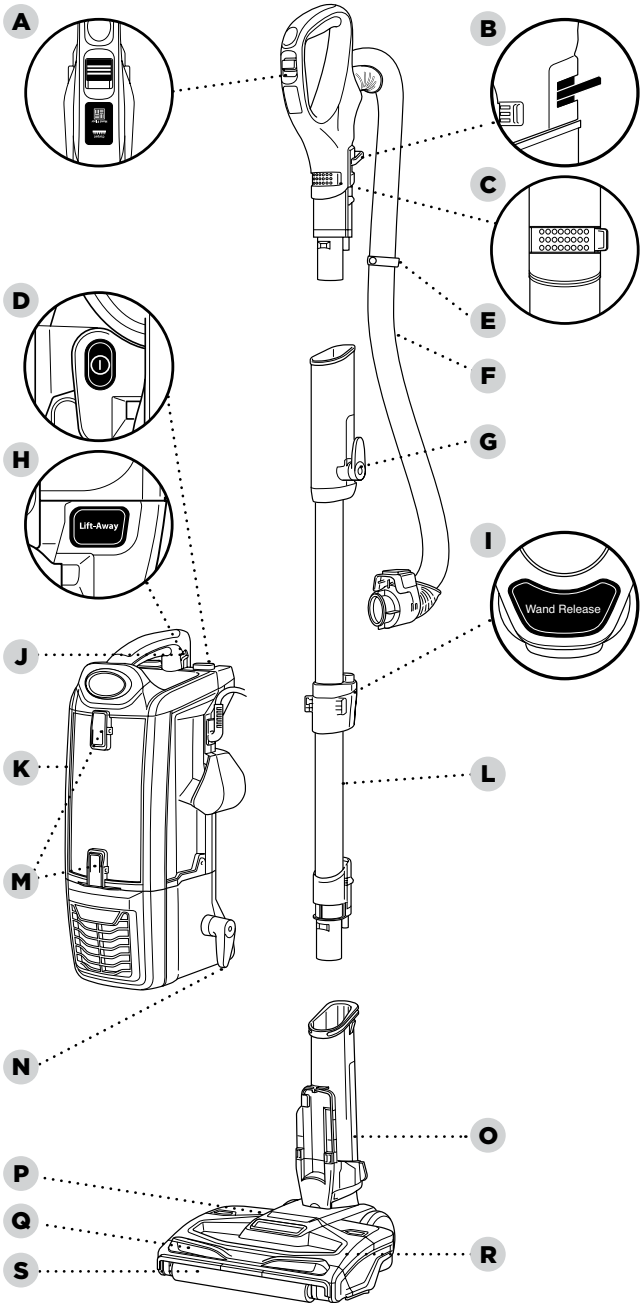
GETTING TO KNOW YOUR SHARK® POWERED LIFT-AWAY™ DUOCLEAN

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.

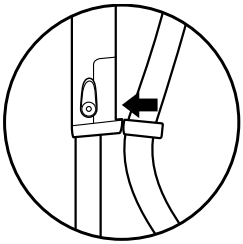
MAIN UNIT

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 Brushroll Indicator Light
Q Headlights
R Brushroll Garage
S Soft Roller

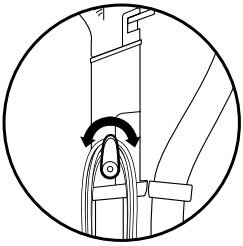

A
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Lift-Away
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ASSEMBLING YOUR VACUUM

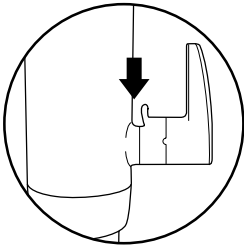
TIP: Push hose clip into back of wand for convenience.



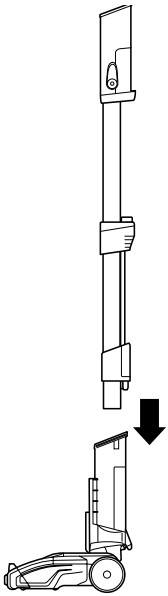
TIP: For quick cord access, rotate upper hook down and remove cord.



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

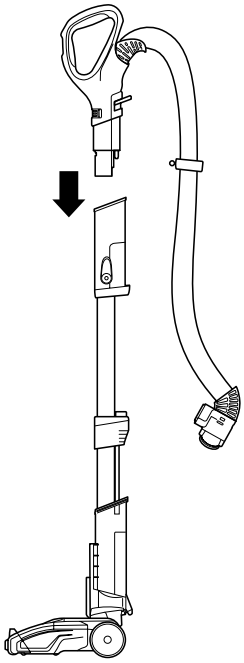


STEP 1



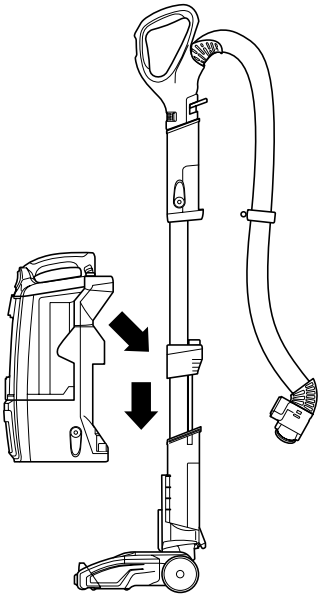
1 Place motorised floor nozzle on floor and insert wand.

STEP 2



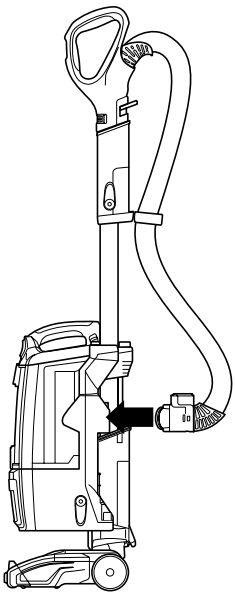
2 Insert handle into wand.

STEP 3



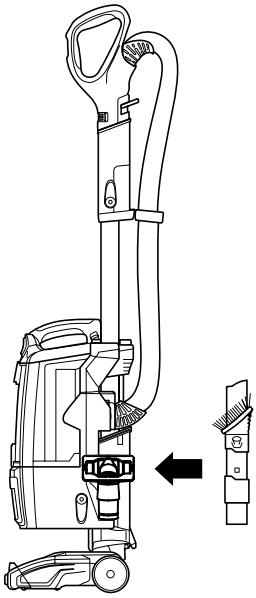
3 Place pod onto wand and slide down to connect.

STEP 4



4 Connect hose into back of pod until you hear a click.

STEP 5



5 Place included accessories in their accessory posts.

USING YOUR VACUUM IN UPRIGHT MODE

⚠ WARNING: DO NOT use to vacuum up drywall dust, fireplace ash, or embers. DO NOT use as an attachment to power tools for dust collection.

WHAT DOES THE BRUSHROLL INDICATOR LIGHT MEAN?

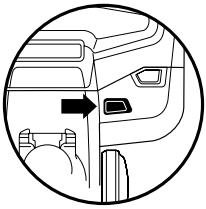
Solid Green
The brushrolls are on and working as they should.

Solid Red
There is a jam in the brushroll and/or soft roller area. Turn your vacuum off and remove any blockages.

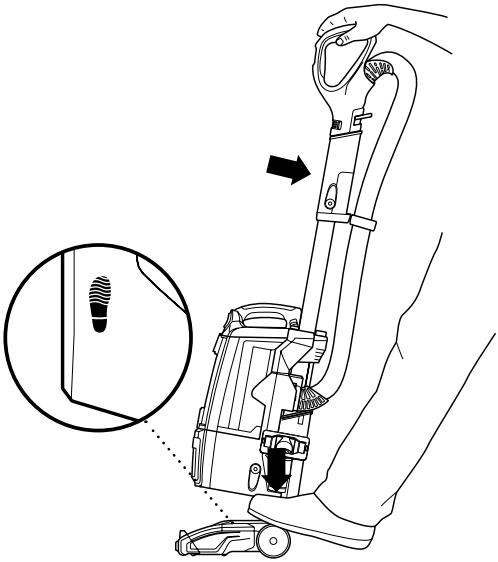
Flashing Red*
The motorised floor nozzle is overheating. Turn your vacuum off and wait for it to cool down.

No Light
The brushrolls are off because the vacuum is off.

*See Troubleshooting section for further instructions.

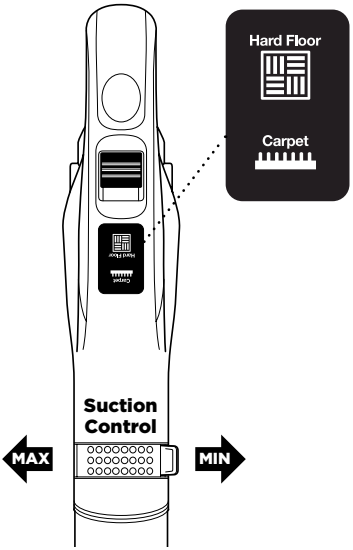


STEP 1

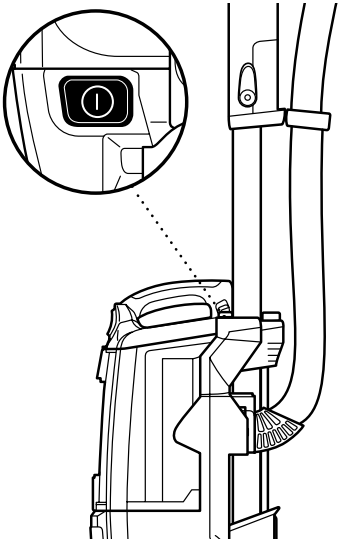


1 Plug power cord into outlet. Place foot on floor nozzle and tilt handle back.

STEP 2



STEP 3



2 The Powered Lift-Away DuoClean has a 2-speed Slider Switch on the handle. Move the Slider Switch to appropriate speed setting. The soft roller spins in both settings to pick up extra dust and debris.

Hard Floor
The brushrolls spin slowly to pick up fine dust and large debris on hard floors.

Carpet
The brushrolls spin faster to pick up debris on and below the surface of your carpets.

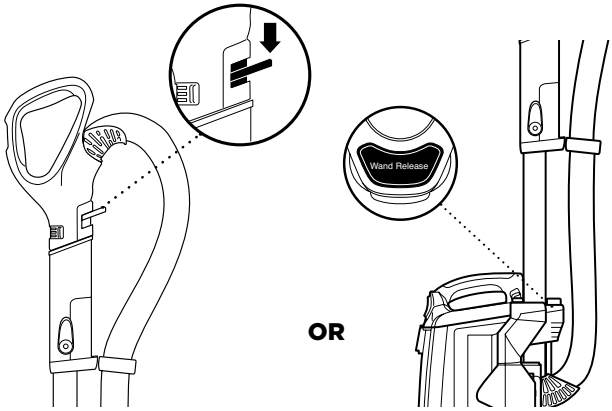
3 Press power button to turn vacuum on to start cleaning. Please note the brushrolls will not spin unless the wand is reclined.

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.

STEP 1

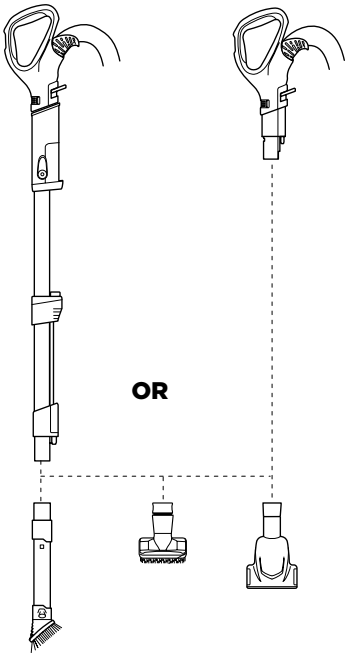


OR

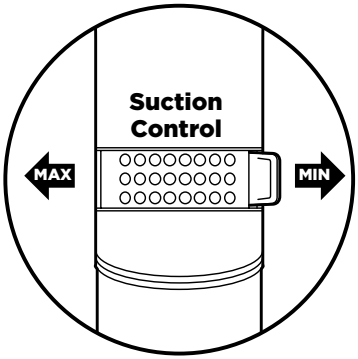
1 Press the Handle Release button when you need to clean within short reach.

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

STEP 2



STEP 3



2 Insert desired tool directly onto wand or handle.

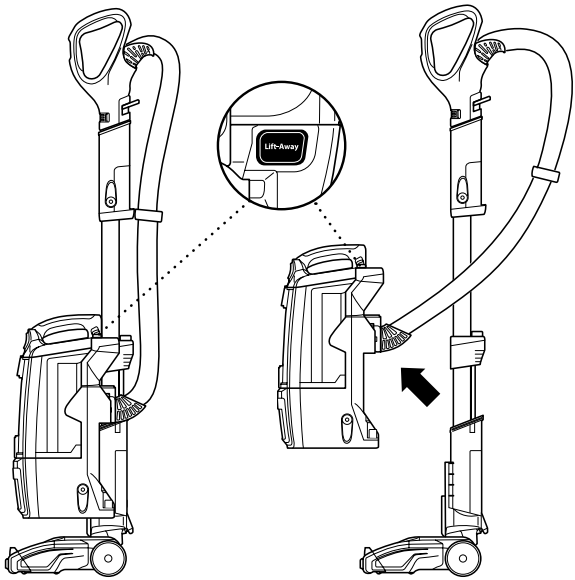
3 The Suction Control slide, located at the base of the top handle, offers variable suction based on your needs. Slide toward MIN to minimise suction, and slide toward MAX to maximise suction.

USING YOUR VACUUM IN POWERED LIFT-AWAY™ MODE

WARNING: Ensure solid footing when using in Lift-Away® mode.
Using when you don't have stable footing may result in personal injury.

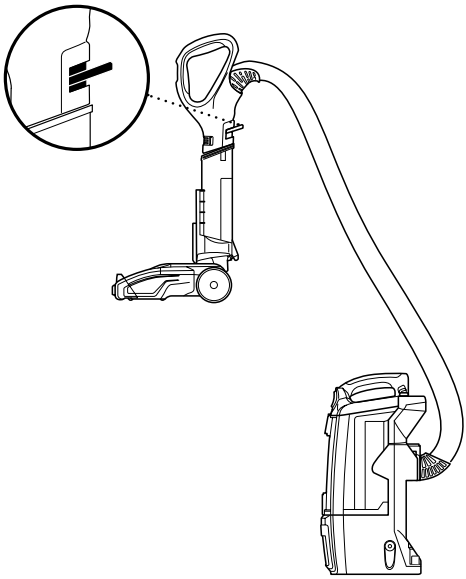
WHAT IS POWERED LIFT-AWAY?

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.

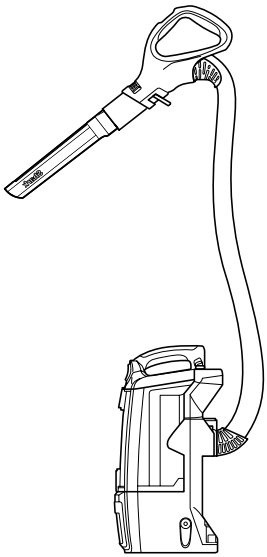


POWERED LIFT-AWAY CLEANING

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/uk/accessories

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.

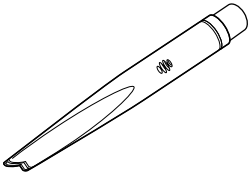
D Crevice Tool
Clean tight spaces, reach skirting boards and ceilings with this slim crevice tool.

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.

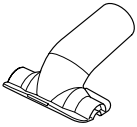
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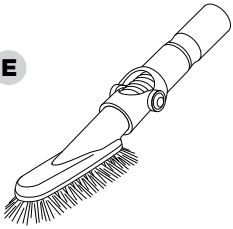
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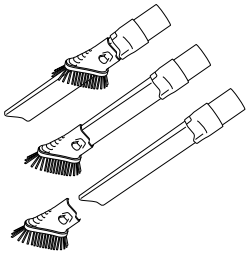
B



E



C



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.

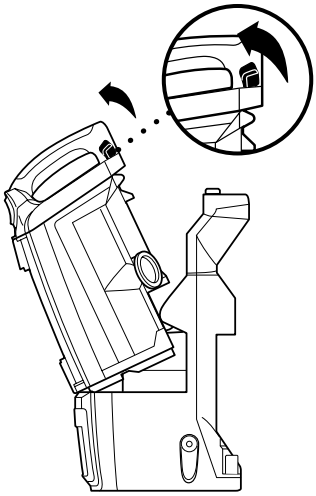
IMPORTANT: Do not use soap when cleaning the HEPA filter.

RECOMMENDED FILTER CLEANING SCHEDULE:

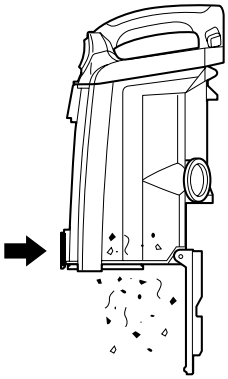
Pre-Motor Filter Kit
(Foam & Felt)
Clean every 3 months.

Post-Motor Filter
(HEPA)
Clean once a year.

STEP 1



STEP 2

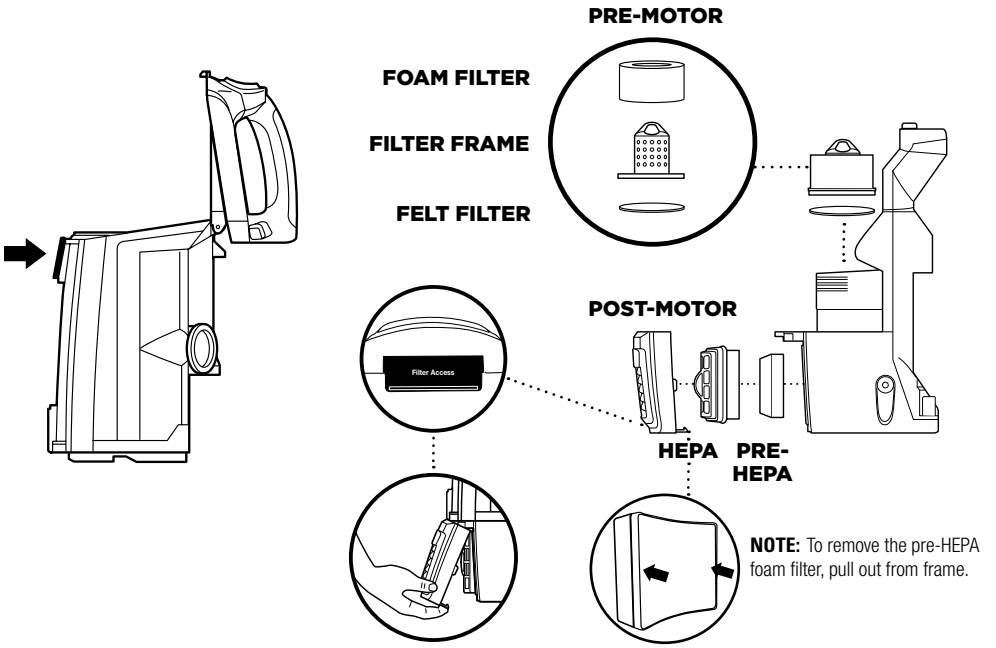


EMPTYING THE DUST CUP

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 latch.

STEP 3



3 Press top dust-cup empty latch to access dust screen and remove built-up debris as required.

CLEANING THE FILTERS

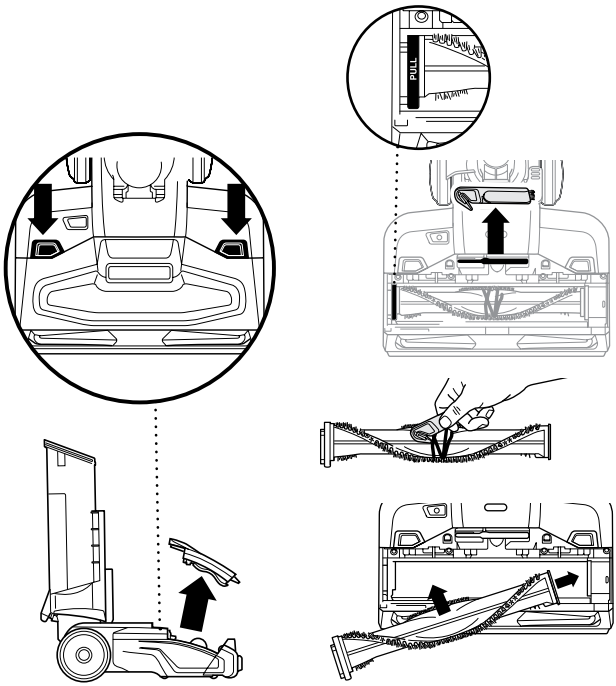
1 Pre-Motor (foam and felt): With the dust cup removed, take out the foam and felt filters, and rinse with water. Tap loose dirt off filters between washes as needed.

2 Post-Motor (HEPA): To access the HEPA filter, reach under the grill, press the button, and pull the grill away from the vacuum.

To remove the pre-HEPA filter, simply pull black foam out from frame. Rinse both HEPA filter and pre-HEPA filter and allow to air dry completely before replacing. Hand wash only. Replace it back and make sure edges are tucked into HEPA frame when HEPA inserted back into vacuum.

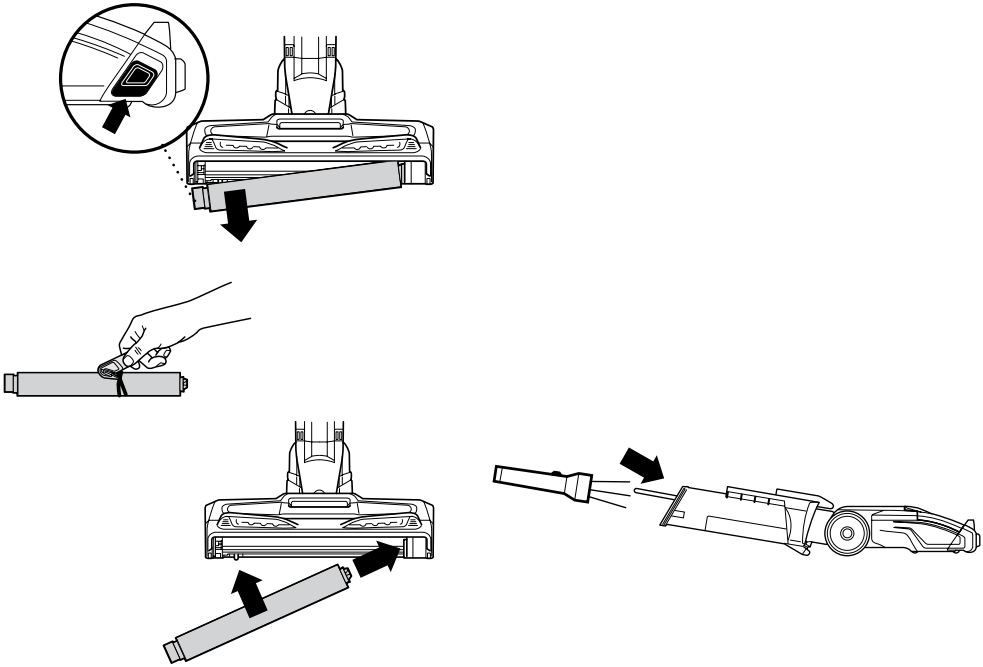
WARNING: To reduce the risk of shock and unintended operation, turn power off and unplug unit before servicing.

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



CLEANING 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.



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 fibres 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 fibres 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 THE NOZZLE FOR BLOCKAGES

1. Tilt neck of nozzle back to straighten the airway. To clear a blockage, insert a long object such as a wooden spoon into the nozzle connector.

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 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 brushrolls.

Vacuum lifts area rugs.

- Turn off unit to disengage the brushrolls. Move switch to Hard Floor setting to turn on the slow brushrolls, 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.

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. Disconnect the nozzle and remove blockage, then reconnect and turn vacuum back on.
- If Brushroll 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 brushrolls.

Vacuum turns off on its own or Brushroll 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.

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.

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 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. Accessories are at sharkclean.eu/uk/accessories.

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



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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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