

Shark VERTEX™

UltraLight Corded Stick Vacuum
with DuoClean® PowerFins™
and Self-Cleaning Brushroll

QS2000Q Series

OWNER'S GUIDE



duoclean® **POWERFINS**™

IMPORTANT SAFETY INSTRUCTIONS

FOR HOUSEHOLD USE ONLY

⚠ WARNING

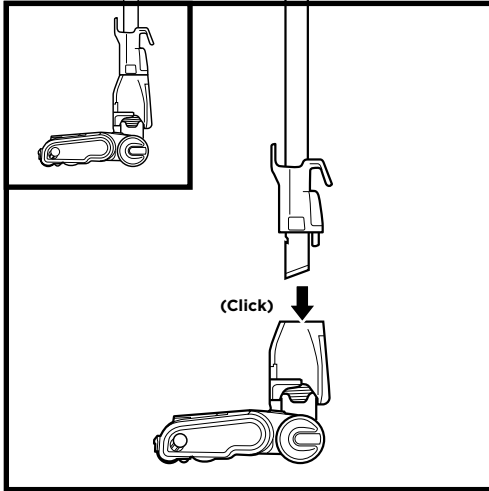
To reduce the risk of fire, electric shock, injury, or property damage, when using an electrical appliance, basic precautions should always be followed, including the following:

READ ALL INSTRUCTIONS BEFORE USING THIS VACUUM

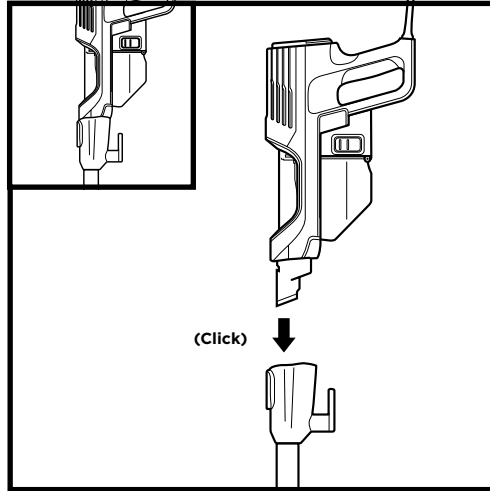
1. Inspect power cord and plug for any damage before use. **DO NOT** use vacuum cleaner with a damaged cord or plug. Turn off all controls before plugging in or unplugging the vacuum cleaner. Store your vacuum cleaner with the power cord secured around the two cord hooks. To minimize the risk of power cord damage, do not allow the motorized brush roll to ingest the cord. If this occurs, immediately shut off power to the vacuum and remove the cord.
 2. This appliance has a polarized plug, if the plug does not fit fully into the outlet, reverse the plug (one blade is wider than the other). If it still does not fit, contact a qualified electrician. **DO NOT** force into outlet or try to modify to fit.
 3. Your vacuum cleaner may consist of a motorized nozzle, wand, hose, and/or vacuum pod. This device contains electrical connections, electrical wiring, and moving parts that potentially present risk to the user.
 4. Use only identical replacement parts.
 5. Carefully observe and follow the instructions provided below to avoid improper use of the appliance. **DO NOT** use the vacuum for any purpose other than those described in this manual.
 6. Before use, carefully inspect all parts for any damage. **DO NOT** use if any parts are damaged.
 7. The use of an extension cord is **NOT** recommended.
 8. This vacuum cleaner contains no serviceable parts.
 9. 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 shall not be made by children. Keep the appliance and its cord out of reach of children. **DO NOT** allow the appliance to be used by children. **DO NOT** allow to be used as a toy. Close supervision is necessary when used near children.
 10. Always turn off the vacuum cleaner before connecting or disconnecting any motorized nozzles or other accessories.
 11. **DO NOT** handle plug or vacuum cleaner with wet hands.
 12. **DO NOT** use without filters in place.
 13. Only use Shark® branded filters and accessories.
 14. **DO NOT** damage the power cord:
 - a) **DO NOT** pull or carry vacuum cleaner by the cord or use the cord as a handle.
 - b) **DO NOT** unplug by pulling on cord. Grasp the plug, not the cord.
 - c) **DO NOT** run the vacuum cleaner over the power cord, close a door on the cord, pull the cord around sharp corners, or leave the cord near heated surfaces.
 15. **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.
 16. **DO NOT** use if nozzle or accessory airflow is restricted. If the air paths or the motorized floor nozzle become blocked, turn the vacuum cleaner off and unplug from electrical outlet. Remove all obstructions before you plug in and turn on the unit again.
 17. Keep nozzle and all vacuum openings away from hair, face, fingers, uncovered feet, or loose clothing.
 18. **DO NOT** use if vacuum cleaner is not working as it should, or has been dropped, damaged, left outdoors, or dropped into water.
 19. Use extra care when cleaning on stairs.
 20. **DO NOT** leave the vacuum cleaner unattended while plugged in.
 21. When powered on, keep the vacuum cleaner moving over the carpet surface at all times to avoid damaging the carpet fibers.
 22. **DO NOT** place vacuum cleaner on unstable surfaces such as chairs or tables.
 23. Your Shark® vacuum may not be designed to stand up on its own. When taking a break from cleaning, you may need to lean it against furniture or a wall, or lay it flat on the floor. Using the vacuum for an application where the unit lacks stability may result in personal injury.
 24. **DO NOT** use to pick up:
 - a) Liquids
 - b) Large objects
 - c) Hard or sharp objects (glass, nails, screws, or coins)
 - d) Large quantities of dust (drywall dust, fireplace ash, or embers). **DO NOT** use as an attachment to power tools for dust collection.
 - e) Smoking or burning objects (hot coals, cigarette butts, or matches)
 - f) Flammable or combustible materials (lighter fluid, gasoline, or kerosene)
 - g) Toxic materials (chlorine bleach, ammonia, or drain cleaner)
- 25. DO NOT** use in the following areas:
- a) Poorly lit areas
 - b) Wet or damp surfaces
 - c) Outdoor areas
 - d) Spaces that are enclosed and may contain explosive or toxic fumes or vapors (lighter fluid, gasoline, kerosene, paint, paint thinners, mothproofing substances, or flammable dust)
26. Turn off all controls before plugging in or unplugging the vacuum.
 27. Unplug from electrical outlet when not in use and before any maintenance or cleaning.
 28. Hand wash with water only. Washing with cleaning chemicals could damage the unit.
 29. During cleaning or routine maintenance, **DO NOT** cut anything other than hair, fibers, or string wrapped around the brushroll.
 30. Allow all filters to air-dry completely before replacing in the vacuum to prevent liquid from being drawn into electric parts.
 31. Make sure the dust cup and all filters are in place after routine maintenance.
 32. If provided, secure the power cord around the two cord hooks during storage.

SAVE THESE INSTRUCTIONS

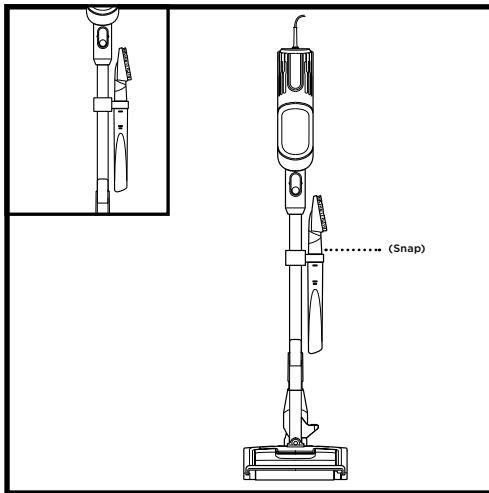
ASSEMBLY



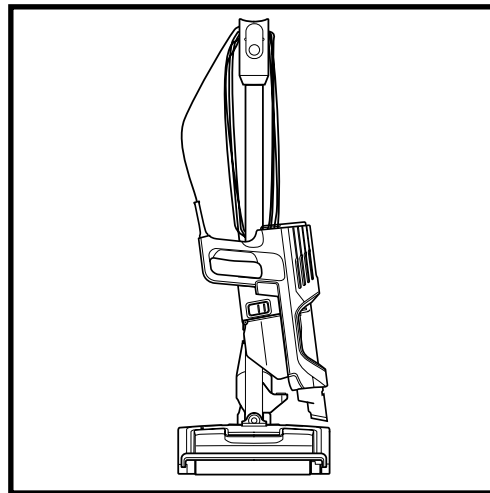
1. Insert **Wand** into **Floor Nozzle**.



2. Insert **Handheld Vacuum** into wand.

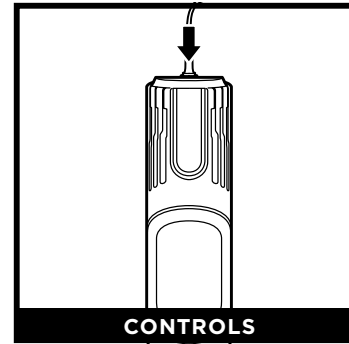


3. Snap the **Onboard Storage Clip** onto the wand, then place accessories in the holder. Ensure all connections click securely into place.



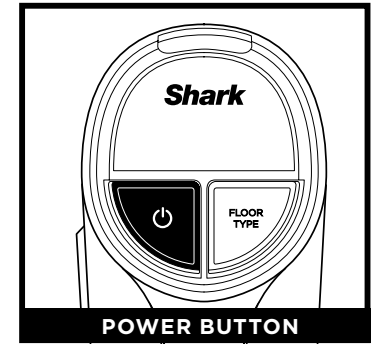
4. For compact storage, hang the handheld vacuum from the **Storage Hook** on the wand.

SETTINGS



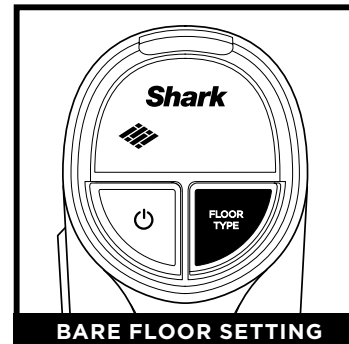
CONTROLS

The control panel is located on top of the handheld vacuum.



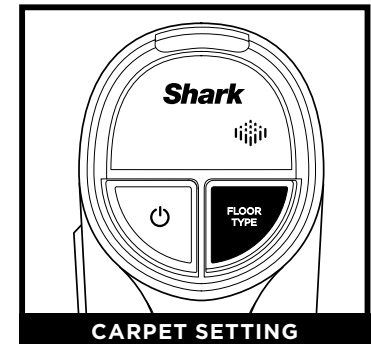
POWER BUTTON

Power Button
Press the Power button to begin vacuuming. Press again to turn off power. Press the FLOOR TYPE button to toggle between Bare Floor and Carpet settings.



BARE FLOOR SETTING

Bare Floor/Small Area Rugs
When powered on, the vacuum will be in Bare Floor setting. In this setting, the brushrolls spin slowly to clean bare floors and small area rugs.



CARPET SETTING

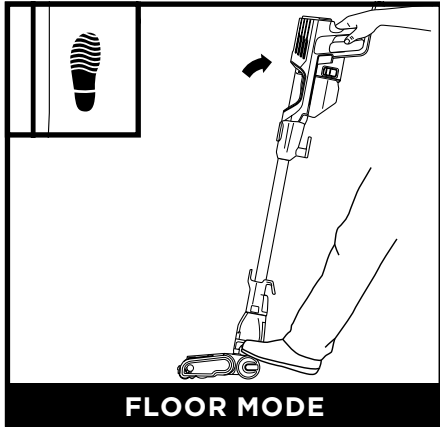
Carpet
Press the FLOOR TYPE button to switch to Carpet setting. The brushrolls spin faster to pick up debris below the surface of your carpets.

NOTE: Press the FLOOR TYPE button to toggle between Bare Floor and Carpet settings.

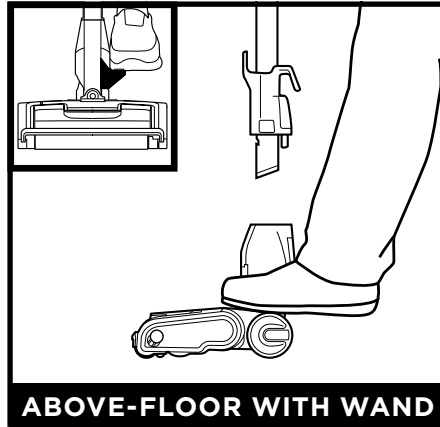
NOTE: For deep cleaning per ASTM F 608 (embedded dirt in carpets) please use the Carpet setting.

NOTE: Select Carpet for stuck-on dust and debris.

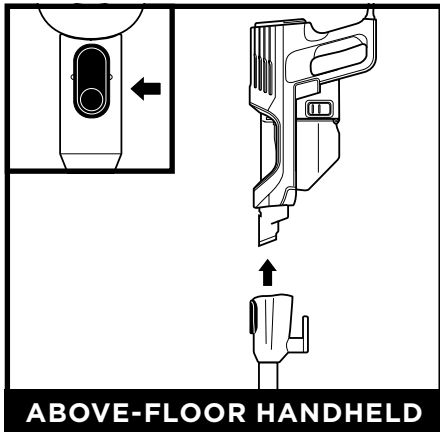
CLEANING MODES



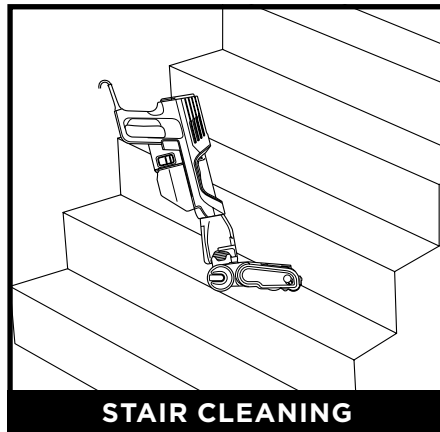
To clean floors, step on floor nozzle and tilt handheld vacuum back.



For more reach, detach the wand. Stand the vacuum upright, step on the **Foot Pedal** on the side of the nozzle, and pull up the wand to detach.



To detach the handheld vacuum, press the **Wand Release** button and lift the handheld vacuum off the wand. Great for cleaning stairs, furniture, and countertops.

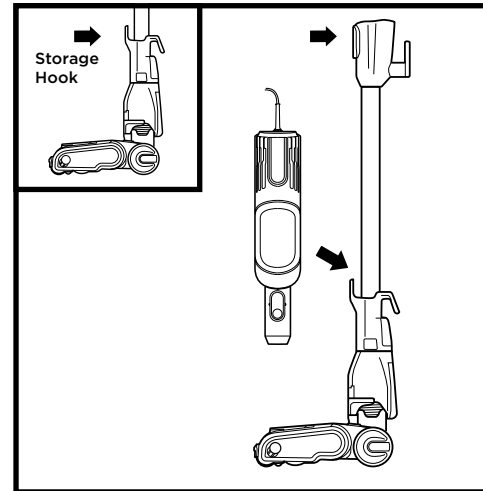


To clean stairs or other narrow spaces, attach the handheld vacuum to the floor nozzle.

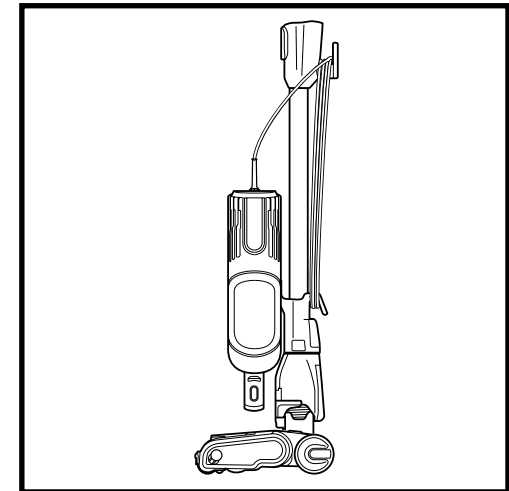
NOTE: All accessories are compatible with both the wand and the handheld vacuum.

STORAGE MODE

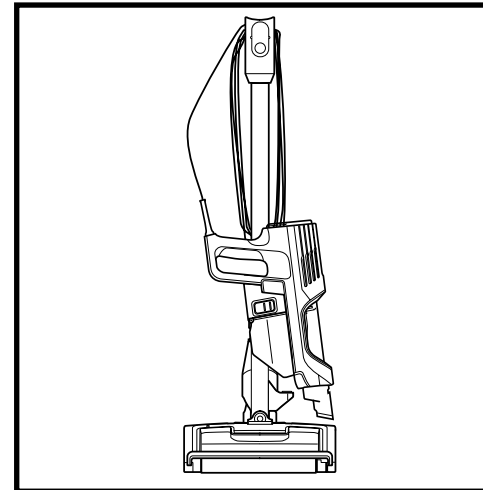
HANDHELD STORAGE HOOK



Press the **Wand Release** button near the top of the wand to detach the handheld vacuum. Align the **Catch** on the side of the handheld vacuum with the **Storage Hook** on the wand, then hang the handheld vacuum from the hook.



Wrap the cord around the two cord hooks. Start with the top hook, and leave a little slack in the cord.



AVAILABLE ACCESSORIES

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 sharkaccessories.com.

A Crevice Tool

This slim tool is great for cleaning in tight spaces, between couch cushions, and in hard-to-reach areas. A longer crevice tool is available at sharkaccessories.com.

B Pet Crevice Tool

This versatile, slender 8" tool removes pet hair from hard-to-reach spaces like corners, stairs, and between couch cushions.

C Upholstery Tool

Picks up pet hair, dust, and large debris from mattresses, couches, curtains, and other delicate upholstered fabrics.

D Dusting Brush

This brush dusts and cleans delicate surfaces. Great for use on fans, blinds, lampshades, and keyboards.

E Pet Multi-Tool

A single convertible tool for cleaning tough pet messes two ways: use the stiff bristle brush to clean stuck-on debris, or take off the bristles to reveal an upholstery tool perfect for removing stubborn pet hair and large piles of debris.

F Duster Crevice Tool

Two cleaning tools in one. The crevice tool gives you extended reach to clean in tight spaces, while the soft brush is ideal for dusting delicate surfaces.

G Anti-Allergen Dust Brush

This brush features nylon fiber bristles specifically designed for removing fine dust and allergen particles from the most delicate surfaces.

H Self-Cleaning Pet Power Brush

Tackles pet hair and ground-in dirt from above-floor areas like carpeted stairs and upholstery, while actively removing hair wrap as it cleans.

I Precision Duster

This flexible tube features a micro-duster crevice tool on the end for cleaning around delicate objects and in difficult-to-reach spots like car interiors and computer keyboards.

J MultiFLEX® Under-Appliance Wand

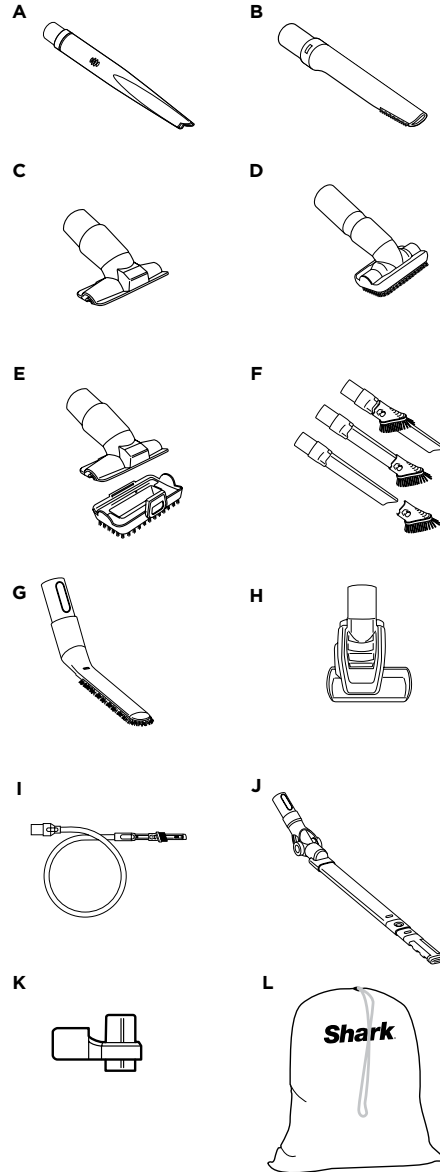
This soft dusting brush adjusts to five different positions so you always have the best angle for cleaning blinds, walls, ceiling fans, and other above-floor areas.

K Onboard Storage Clip

This removable clip attaches to your vacuum. The clip can store up to two accessories at a time while you clean.

L Accessory Bag (Large, 32 x 70 cm)

This convenient accessory storage bag measures 32 cm x 70 cm and fits the Under-Appliance Wand. Smaller size available at sharkaccessories.com

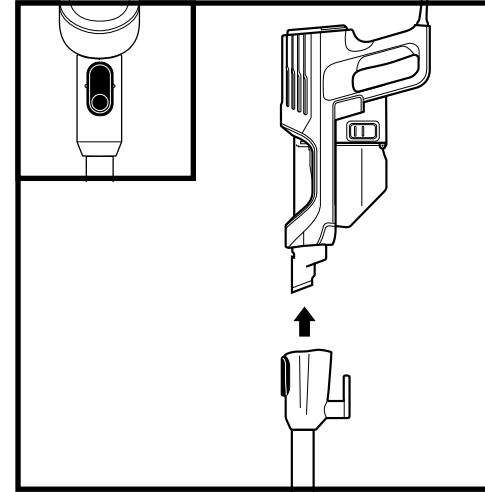


MAINTENANCE

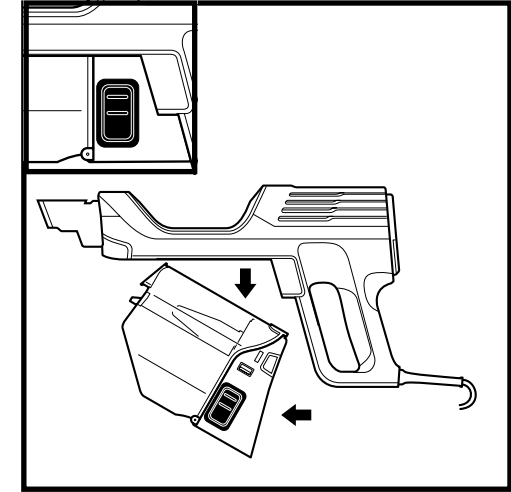
IMPORTANT: Unplug the vacuum before performing any maintenance.

EMPTYING THE DUST CUP

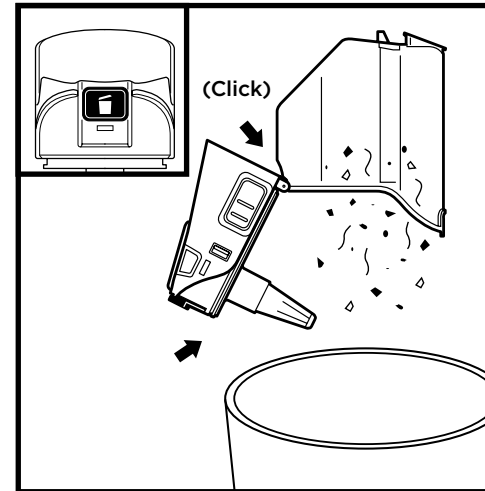
Empty the dust cup each time you vacuum and periodically during cleaning, when debris in the dust cup reaches the MAX fill line.



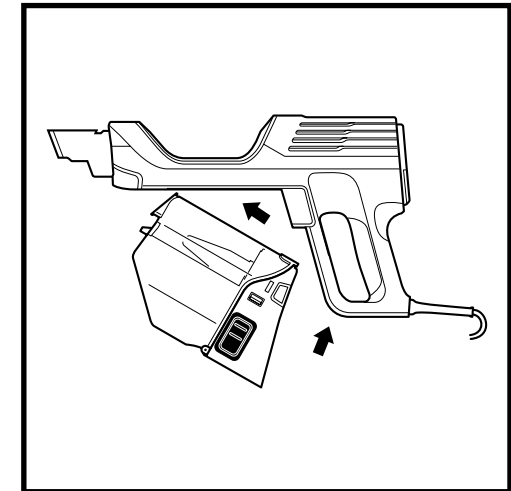
Press the **Wand Release** button and lift off the handheld vacuum.



To remove the dust cup from the handheld vacuum, press the two **Dust Cup Release** buttons at the same time and slide out the dust cup.



Hold the dust cup over the trash. Press the **Empty** button and pull open the dust cup lid until it clicks and locks in the open position. Gently tap the cone-shaped screen inside the dust cup to knock dust and debris into the trash.



To reinstall, push the lid closed, then insert the front end of the dust cup into the handheld vacuum first, then the back end, until it clicks into place.

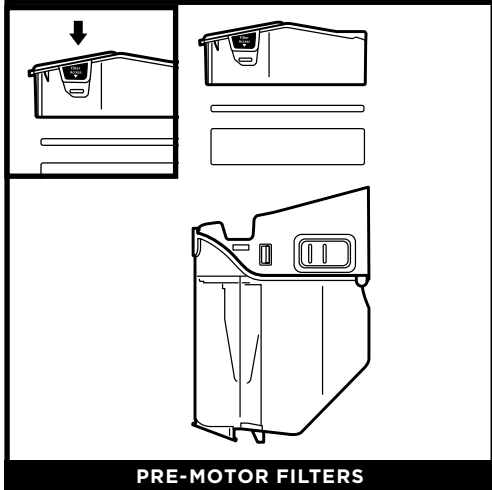
MAINTENANCE

IMPORTANT: Unplug the vacuum before performing any maintenance.

CLEANING FILTERS

Regularly rinse and replace the filters to maintain your vacuum's suction power.

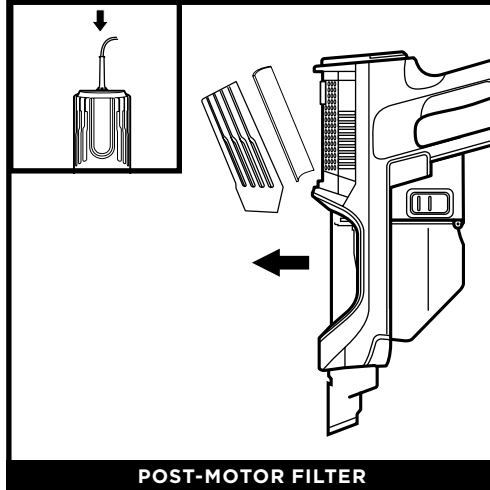
To prevent damage from cleaning chemicals, rinse filters with cold water only. Do not use soap. Allow all filters to air-dry for at least 24 hours before reinstalling them to prevent liquid from being drawn into electronic parts.



PRE-MOTOR FILTERS

With the dust cup detached, press the Filter Access buttons on both sides of the back of the dust cup, then pull out the filter housing. Pull the foam filter out of the housing, then lift out the felt filter by the pull tab.

The **Pre-Motor Filters** should be washed once a month.



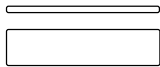
POST-MOTOR FILTER

To access the post-motor filter, press the release latch on the filter cover on the handheld vacuum. Remove the cover and lift out the filter.

The **Post-Motor Filter** should be washed once every 9 months.

REPLACEMENT FILTERS

Replacement Pre-Motor Filter Kit
XFFKHZ2000



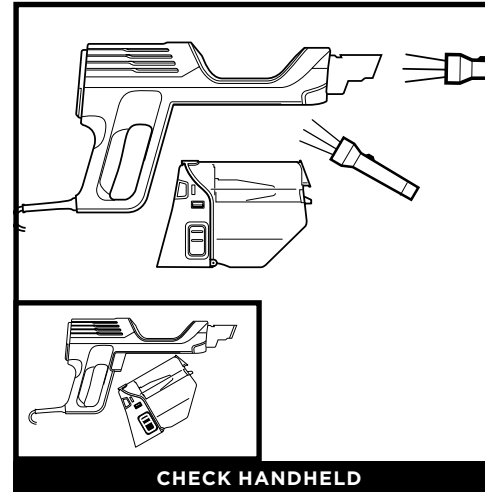
Replacement Post-Motor Filter
XPMFHZ2000



NOTE: The pre-motor filters should be replaced every 2.5 years. The post-motor filter should be replaced every 3 years.

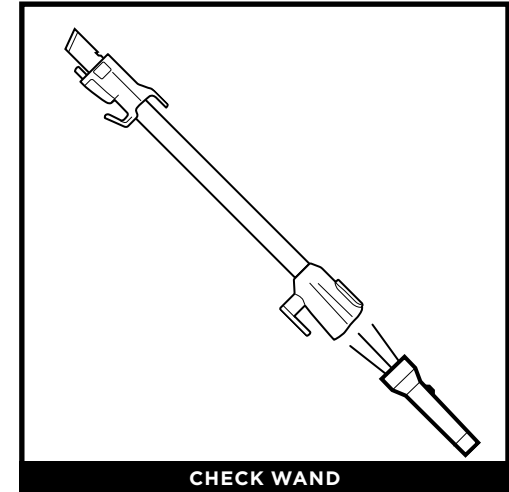
MAINTENANCE

CHECKING FOR BLOCKAGES



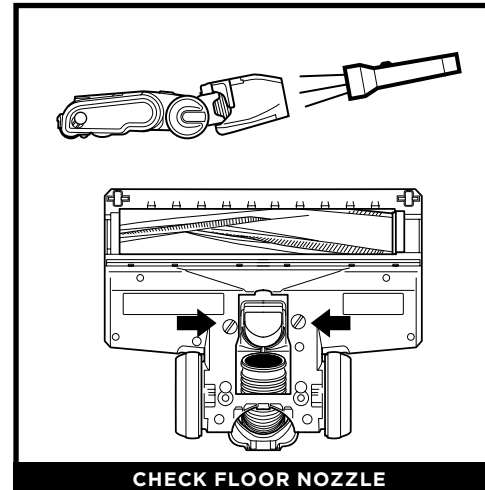
CHECK HANDHELD

Remove the handheld vacuum from the wand and check all dust cup intake openings for debris or blockages.



CHECK WAND

Detach the wand and check it for blockages.

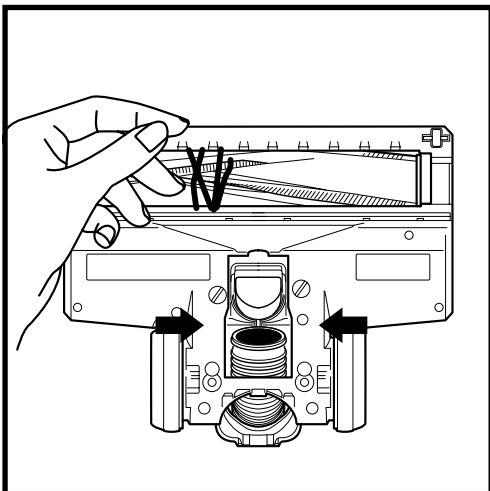


CHECK FLOOR NOZZLE

Detach the wand, then tilt the floor nozzle **Debris Intake** back and check openings for blockages.

MAINTENANCE

FLOOR NOZZLE MAINTENANCE

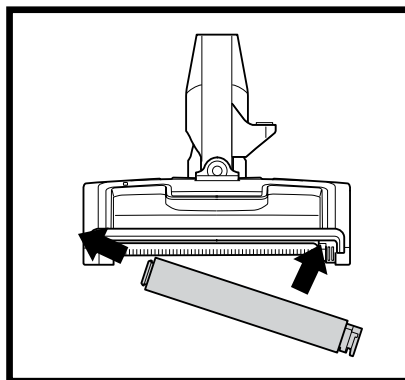
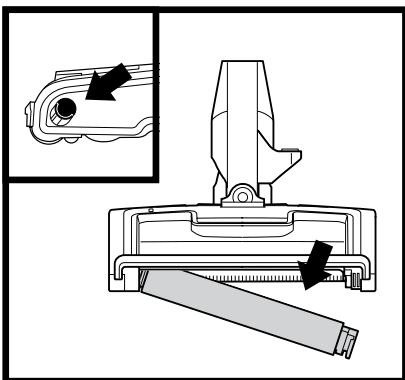


If you notice any hair wrap, continue vacuuming and the **Self-Cleaning Brushroll** will automatically remove it. If some hair wrap remains after continued use, carefully clear it away from the brushroll.

Check the **Debris Intake** and clear away any dirt or blockages.

Press the tabs on both sides of the debris intake tube, then pull the tube until it extends out of the nozzle. Clear any dirt or blockages. To close, push the tube down until it clicks into place.

CLEANING THE SOFT ROLLER



- 1 To remove the Soft Roller, slide the **Eject Roller** button on the floor nozzle.
- 2 Tap loose debris off the Soft Roller. Use a dry towel to wipe it 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 it air-dry completely for at least 24 hours.
- 4 Reinsert the Soft Roller and press it in until it clicks securely into place.

NOTE: For best performance, keep the Soft Roller clean with regular maintenance.

TROUBLESHOOTING

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

Empty the dust cup. Check filters to see if they need cleaning. Follow instructions for rinsing and completely air-drying the filters before reinstalling them.

- Clear any blockages in the nozzle, wand, handheld vacuum, or accessories. See Checking for Blockages section for more information.
- If any string, hair, or carpet fibers remain wrapped around the brushroll after continued use, carefully clear them away.
- Remove any blockages from the debris intake in the floor nozzle. Press the tabs on both sides of the debris intake tube, then pull the tube until it extends out of the nozzle. Clear any dirt or blockages. To close, push the tube down until it clicks into place.

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 brushrolls. To restart, press the power button on the handle.

NOTE: During above-floor cleaning, accessories are optimized for different types of debris (See Available Accessories section).

Vacuum nozzle stops working or the indicator light is red.

- If the brushroll indicator light turns solid red, immediately turn off and unplug the vacuum.
- Disconnect the wand from the floor nozzle and clear any blockages.
- Reconnect the wand, plug in the vacuum, and turn on the power.
- If the 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 1-800-798-7398.

Vacuum turns off on its own or the indicator light flashes red.

If your vacuum overheats, the thermostat will automatically turn off the motor. Perform the following steps to restart:

1. Turn off the vacuum and unplug it.
2. Empty the dust cup and clean the filters. See Emptying the Dust Cup and Cleaning Filters sections.
3. Check for blockages in the wand, floor nozzle, handheld vacuum, inlet openings, and accessories.
4. Reassemble the entire vacuum and ensure all parts click into place.
5. Allow unit to cool for a minimum of 60 minutes.
6. Plug in vacuum and turn it on.

Vacuum is making a loud noise.

If you vacuum up a hard or sharp object or notice a noise change while vacuuming, check for blockages or objects caught behind the brushroll. See Checking for Blockages section for more information.

Handheld vacuum is warm.

Due to the strong suction power of the vacuum, it is normal for the area around the filter exhaust to become warm during and after use. Turn off the vacuum and wait for 10 minutes for it to cool down. If the handheld vacuum still feels warm, clean the pre-motor and post-motor filters. See Maintenance section for filter cleaning instructions.

For all other issues, visit sharkclean.com/support.

FIVE (5) YEAR LIMITED WARRANTY

The Five (5) Year Limited Warranty applies to purchases made from authorized retailers of **SharkNinja Operating LLC**. Warranty coverage applies to the original owner and to the original product only and is not transferable.

SharkNinja warrants that the unit shall be free from defects in material and workmanship for a period of five (5) years from the date of purchase when it is used under normal household conditions and maintained according to the requirements outlined in the Owner's Guide, subject to the following conditions and exclusions:

What is covered by this warranty?

1. The original unit and/or non-wearable components deemed defective, in SharkNinja's sole discretion, will be repaired or replaced up to five (5) years from the original purchase date.
2. In the event a replacement unit is issued, the warranty coverage ends six (6) months following the receipt date of the replacement unit or the remainder of the existing warranty, whichever is later. SharkNinja reserves the right to replace the unit with one of equal or greater value.

What is not covered by this warranty?

1. Normal wear and tear of wearable parts (such as foam filters, HEPA filters, pads, etc.), which require regular maintenance and/or replacement to ensure the proper functioning of your unit, are not covered by this warranty. Replacement parts are available for purchase at **sharkaccessories.com**.
2. Any unit that has been tampered with or used for commercial purposes.
3. Damage caused by misuse (e.g., vacuuming up water or other liquids), abuse, negligent handling, failure to perform required maintenance (e.g., not cleaning the filters), or damage due to mishandling in transit.
4. Consequential and incidental damages.
5. Defects caused by repair persons not authorized by SharkNinja. These defects include damages caused in the process of shipping, altering, or repairing the SharkNinja product (or any of its parts) when the repair is performed by a repair person not authorized by SharkNinja.
6. Products purchased, used, or operated outside North America.

How to get service

If your appliance fails to operate properly while in use under normal household conditions within the warranty period, visit **sharkclean.com/support** for product care and maintenance self-help. Our Customer Service Specialists are also available at **1-800-798-7398** to assist with product support and warranty service options, including the possibility of upgrading to our VIP warranty service options for select product categories.

SharkNinja will cover the cost for the customer to send in the unit to us for repair or replacement. A fee of \$25.95 (subject to change) will be charged when SharkNinja ships the repaired or replacement unit.

How to initiate a warranty claim


You must call **1-800-798-7398** to initiate a warranty claim. You will need the receipt as proof of purchase. A Customer Service Specialist will provide you with return and packing instruction information.

How state law applies

This warranty gives you specific legal rights, and you also may have other rights that vary from state to state. Some states do not permit the exclusion or limitation of incidental or consequential damages, so the above may not apply to you.

REGISTER YOUR PURCHASE

 registeryourshark.com

 Scan QR code using mobile device



RECORD THIS INFORMATION

Model Number: _____

Date Code: _____

Date of Purchase: _____
(Keep receipt)

Store of Purchase: _____

TECHNICAL SPECIFICATIONS

Voltage: 120V~, 60Hz

Watts: 680W

Benefits of registering your product and creating an account:

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

TIP: The model number is on the rating label behind the dust cup.

TIP: The date code is on one of the prongs of the power cord plug.

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® Vertex™ UltraLight Corded Stick Vacuum with DuoClean® PowerFins® and Self-Cleaning Brushroll.

SharkNinja Operating LLC
US: Needham, MA 02494
CAN: Ville St-Laurent, QC H4S 1A7
sharkclean.com

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.

For SharkNinja U.S. Patent information, visit sharkninja.com/uspatents

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QS2000Q_Series_IB_E_REV_Mv6
PRINTED IN CHINA



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