

Shark

Cordless Vertex® Pro Powered Lift-Away® with Self-Cleaning Brushroll

ICZ300 Series

OWNER'S GUIDE



duo clean® **POWERFINS™**

IMPORTANT SAFETY INSTRUCTIONS

FOR HOUSEHOLD USE ONLY

⚠ WARNING

WHEN USING AN ELECTRICAL APPLIANCE, BASIC PRECAUTIONS SHOULD ALWAYS BE FOLLOWED, INCLUDING THE FOLLOWING:

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 brushroll does not damage or unpick carpet fibers.

WARNING - TO REDUCE THE RISK OF FIRE, ELECTRIC SHOCK, OR INJURY:

READ ALL INSTRUCTIONS BEFORE USING THIS VACUUM

THE FLOOR NOZZLE, WAND, AND HANDLE CONTAIN ELECTRICAL CONNECTIONS:

1. This vacuum consists of a motorized nozzle, wand, handle and pod. 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 authentic 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, motorized 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 brushroll in place.
12. Only use Shark® branded filters and accessories. Damage caused by non-Shark filters and accessories may not be covered by the warranty.
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 motorized 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 fibers.
20. If you have delicate or wool carpets, particularly loop pile, please try the vacuum on a hidden area first to ensure the spinning brushrolls **DO NOT** damage or unpick carpet fibers.
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 vapors (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, fibers, or string wrapped around the brushroll.
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. Always turn off this appliance before connecting or disconnecting motorized nozzle or hand tool.

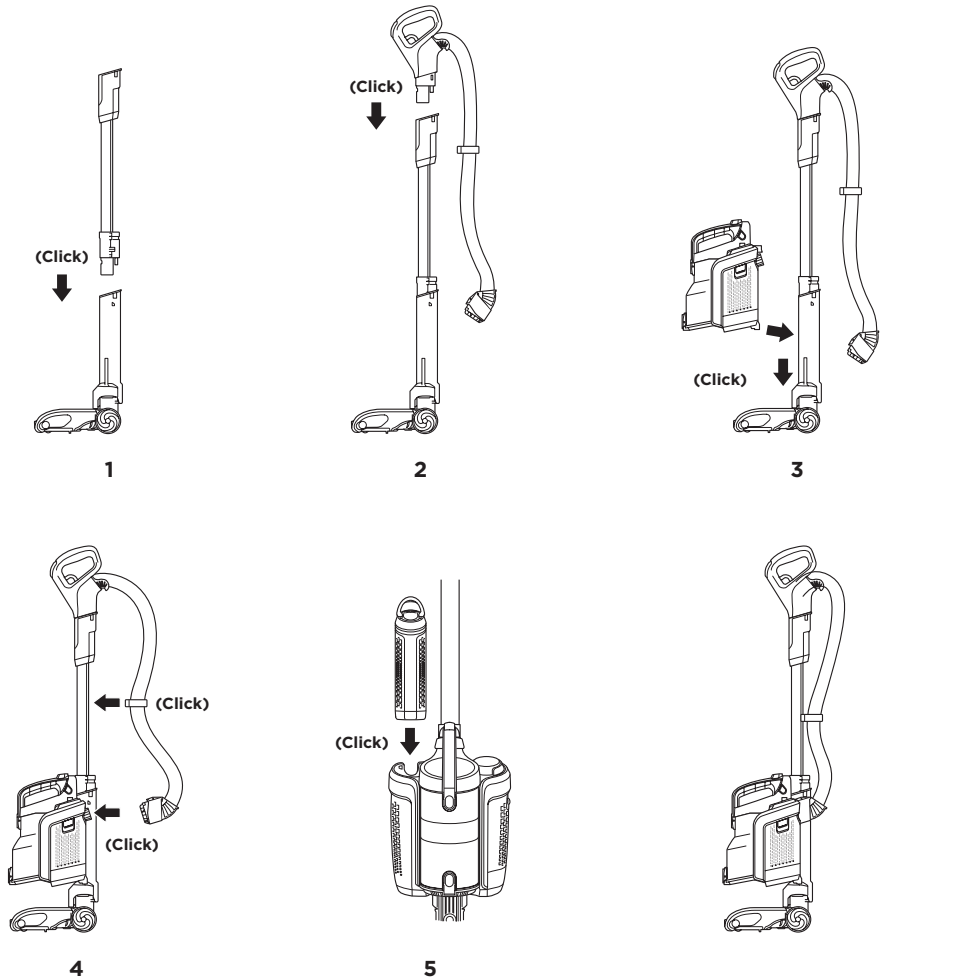
BATTERY PACK

29. The battery is the power source for the vacuum. Carefully read and follow all charging instructions.

30. 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.
31. Use only with ZD024S332096US 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.
32. 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.
33. 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.
34. Battery should not be stored at temperatures below 37.4°F (3°C) or above 104°F (40°C) to maintain long-term battery life.
35. **DO NOT** charge battery at temperatures below 50°F (10°C) or above 104°F (40°C).
36. Store the appliance indoors. **DO NOT** use or store it below 37.4°F (3°C). Ensure the appliance is at room temperature before operating.
37. **DO NOT** expose the battery to fire or temperatures above 265°F (130°C) as it may cause explosion.
38. Follow all charging instructions. **DO NOT** charge the battery at temperatures below 50°F (10°C) or above 104°F (40°C). Charging improperly or at temperatures not in the specified range may damage the battery and increase the risk of fire.
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.
41. For ICZ362H use only with Shark battery pack XBAT350.

SAVE THESE INSTRUCTIONS

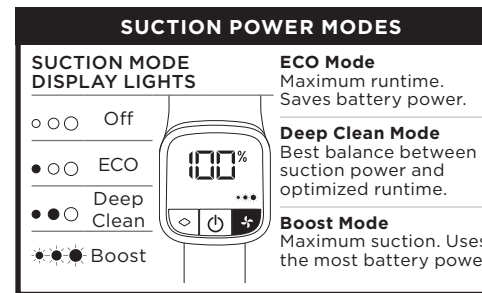
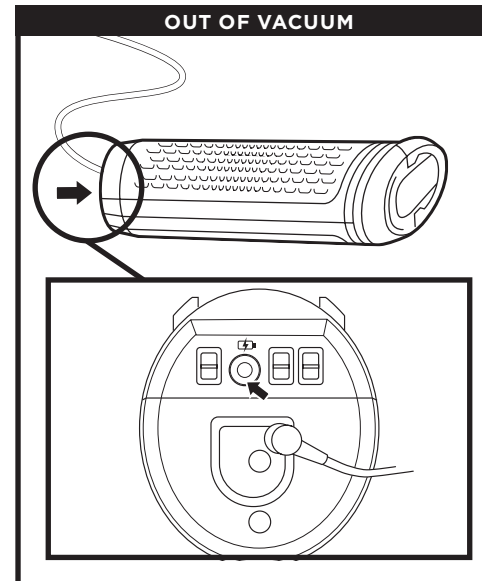
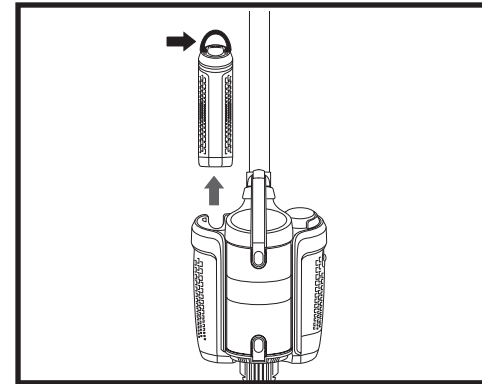
ASSEMBLY



1. Insert the **Wand** into the **Floor Nozzle**.
2. Insert the **Handle** into the wand.
3. Align the bottom of the **Pod** onto the rails on the neck of the floor nozzle. Slide the pod down the rails until it clicks into place.
4. Connect the **Hose** to back of the pod, and attach the **Hose Clip** to the wand.
5. Charge the **Battery** completely before first use. With the handle toward the back, insert the battery into the slot in the pod until it clicks into place.

IMPORTANT: For proper operation, ensure all connections are securely clicked into place.

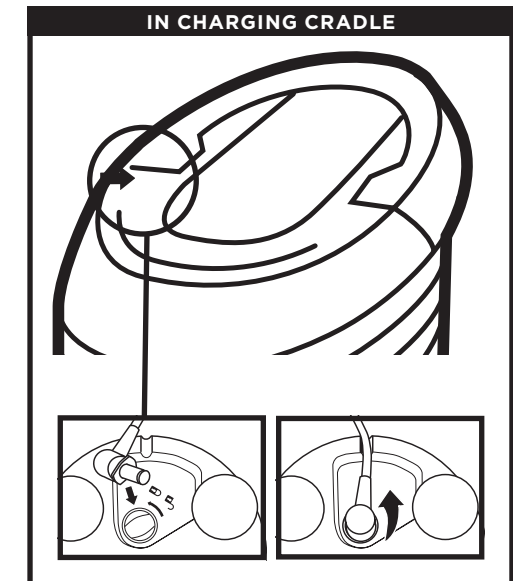
3 WAYS TO CHARGE THE LITHIUM-ION BATTERY



To remove the battery for charging, lift the handle on top of the battery and pull up. The battery must be charged before first use.

⌚ A complete charge takes approximately 3.5 hours.

IMPORTANT: When charging, connect the charger to the port first, then plug the charger into wall outlet.



Battery Runtime

MODE	MINUTES
Handle Only - ECO Mode	60
Bare Floor Mode - ECO Mode	40
Carpet Mode - ECO Mode	30
Boost Mode (Handle Only)	10

Suction mode impacts runtime. Use BOOST in short bursts.

SUCTION POWER MODES

SUCTION MODE DISPLAY LIGHTS	ECO Mode	Deep Clean Mode	Boost Mode
○ ○ ○ Off	Maximum runtime. Saves battery power.	Best balance between suction power and optimized runtime.	Maximum suction. Uses the most battery power.
● ○ ○ ECO			
● ● ○ Deep			
● ● ● Clean			
● ● ● Boost			

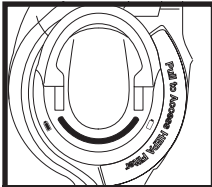
NOTE: Only one charger is provided.

NOTE: When using the cradle, insert the charger plug into the port and rotate to lock into place. The battery will not charge unless the charger is locked into place.

NOTE: The battery must be charged before first use. A complete charge takes approximately 3.5 hours.

CHARGE INDICATOR LIGHTS

Charging: One light flashes



TOP OF BATTERY

Charge Indicator Light



TEMPERATURE ISSUE: FIRST AND THIRD INDICATOR LIGHTS FLASHING ALTERNATELY

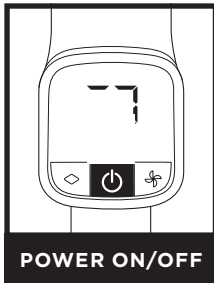


If the first and third indicator lights are flashing alternately, the battery temperature is not optimal. If this happens when charging, leave the battery plugged in and charging will resume once temperature reaches optimal level.

NOTE: The battery must be charged before first use. A complete charge takes approximately 3.5 hours.
NOTE: The indicator light will shut off 5 minutes after charging is complete.

OPERATING THE VACUUM

SETTINGS



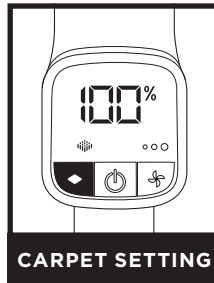
POWER ON/OFF

Press power button to turn the vacuum on or off.



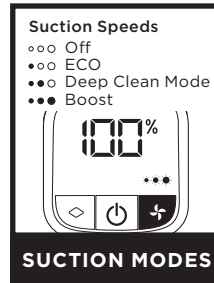
HARD FLOOR SETTING

To vacuum in hard floor mode, press the floor select button until the hard floor icon (⬡) illuminates. The brushrolls will spin slower to clean bare floors and small area rugs.



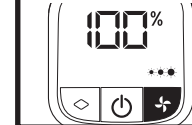
CARPET SETTING

To vacuum in carpet mode, press the floor select button until the carpet icon (⬢) illuminates. The brushrolls will spin faster to pick up debris below the surface of your carpets.



SUCTION MODES

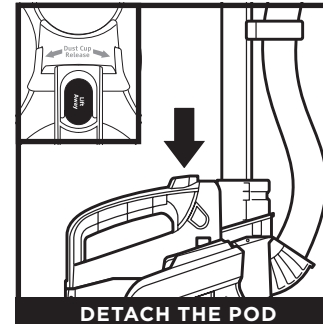
Suction Speeds
 ○○○ Off
 ●○○ ECO
 ●●○ Deep Clean Mode
 ●●● Boost



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

OPERATING THE VACUUM

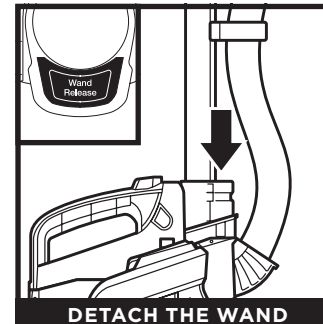
POD, HANDLE, AND WAND ARE DETACHABLE



DETACH THE POD

Detach the pod from the floor nozzle for powerful cleaning under furniture and in other hard-to-reach areas. Press the **LIFT-AWAY** button and lift the pod off the nozzle.

TIP: See next page for all the different ways you can use your vacuum.



DETACH THE WAND

Detach the wand from the pod for more reach to clean above-floor areas. Press the **Wand Release** button and lift the wand to remove it from the nozzle.

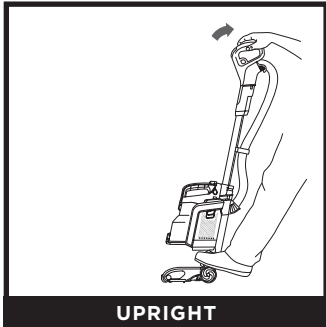


DETACH THE HANDLE

To clean above-floor areas close at hand, press the **Handle Release** trigger to detach the handle from the wand.

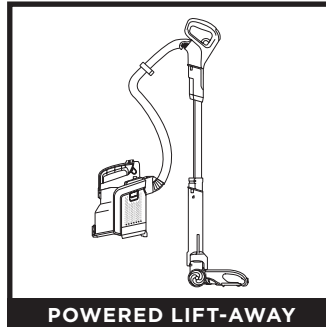
OPERATING THE VACUUM

VERSATILE FLOOR-TO-CEILING CLEANING



UPRIGHT

For cleaning carpets and hard floors. To activate brushroll, step on floor nozzle and tilt handle back.



POWERED LIFT-AWAY

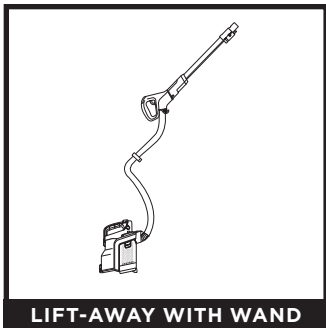
Detach the pod to go into Powered Lift-Away mode to reach under furniture to clean carpets and hard floors.



ABOVE-FLOOR

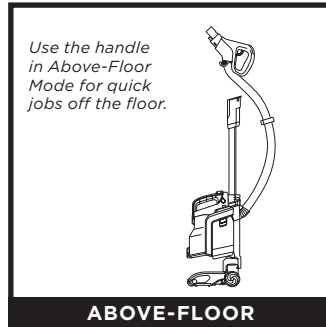
Use the wand in Above-Floor Mode for quick jobs above shoulder height.

With pod attached, detach the wand from the floor nozzle.



LIFT-AWAY WITH WAND

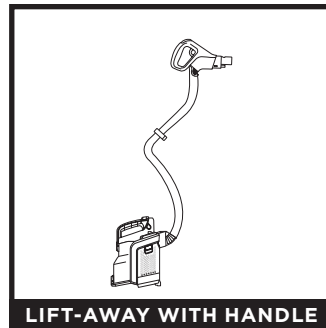
Use the wand in Lift-Away mode for more reach when cleaning above-floor areas like baseboards, corners, and ceilings.



ABOVE-FLOOR

Use the handle in Above-Floor Mode for quick jobs off the floor.

With pod attached, detach the handle from the wand.

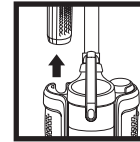


LIFT-AWAY WITH HANDLE

Use the handle in Lift-Away mode for more detailed cleaning of above-floor areas like upholstery, windowsills, or stairs.

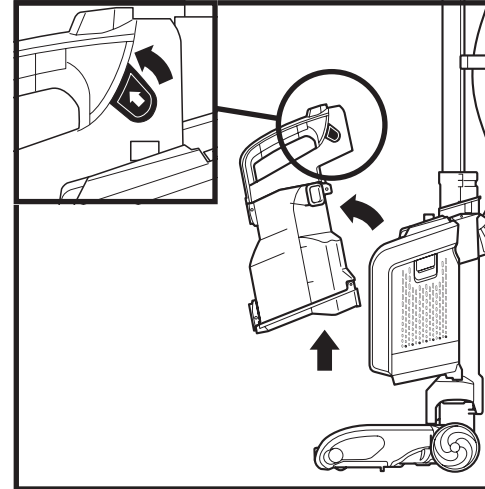
NOTE: See previous page for instructions on how to detach the pod, wand, and handle.

MAINTENANCE

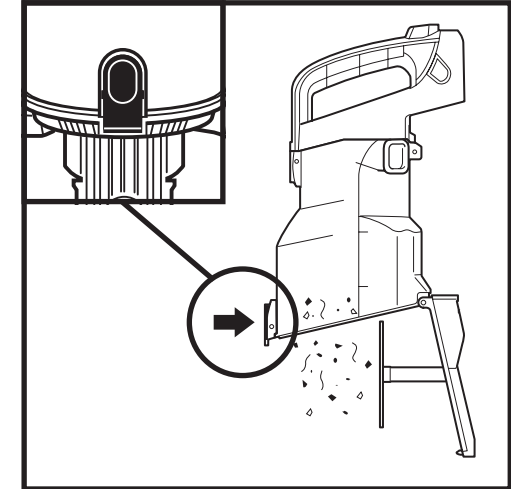


IMPORTANT: Remove the battery before performing any maintenance. To remove, lift the handle on top of the battery and pull up.

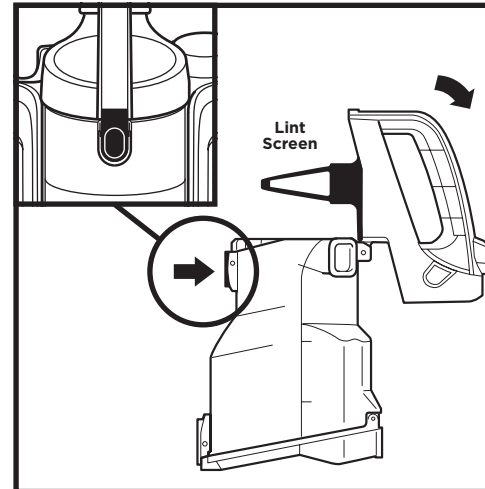
EMPTYING THE DUST CUP



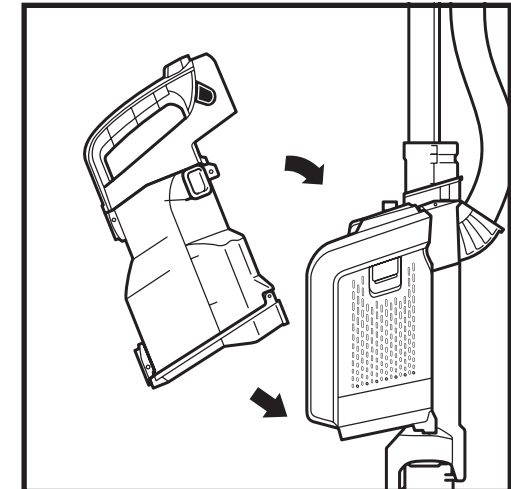
To remove **Dust Cup**, slide up the release tabs on both sides. Tilt the dust cup away from pod, and lift to remove.



Position the dust cup over the trash, then press the bottom button to release dust and debris.



To access the **Lint Screen** inside the dust cup, press the top button and lift the handle to open the dust cup. Brush the screen lightly to remove collected debris.



To reinstall the dust cup, place the bottom into the pod and tilt the dust cup toward the wand until it clicks into place.

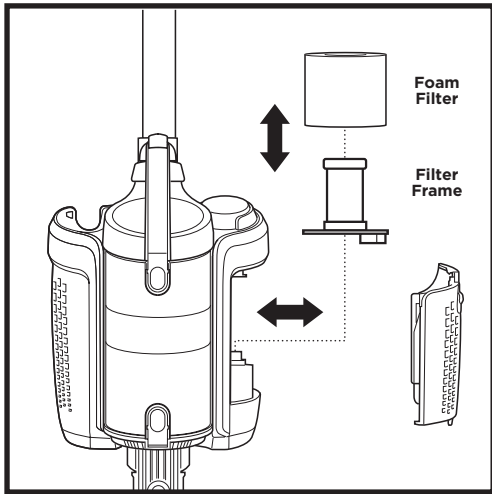
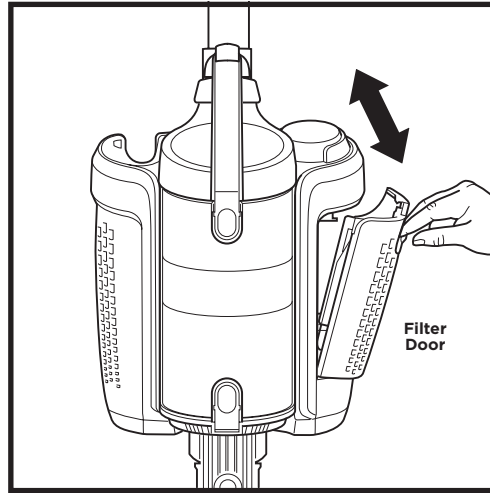
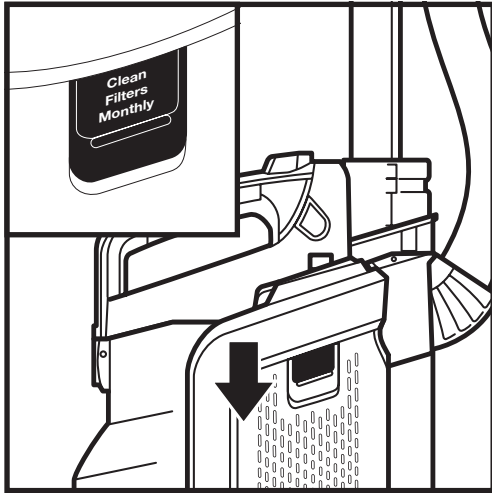
MAINTENANCE

Your vacuum comes with a **Pre-Motor Filter** and **Frame**, and a **HEPA Post-Motor Filter**.

CLEANING PRE-MOTOR FILTER (ONCE A MONTH)

Regularly rinse and replace the pre-motor filter to maintain your vacuum's suction power.

IMPORTANT: To prevent damage, rinse filters with lukewarm water **ONLY. DO NOT** use soap. Allow filters to air-dry for at least 24 hours before reinstalling them to prevent liquid from being drawn into electric parts.



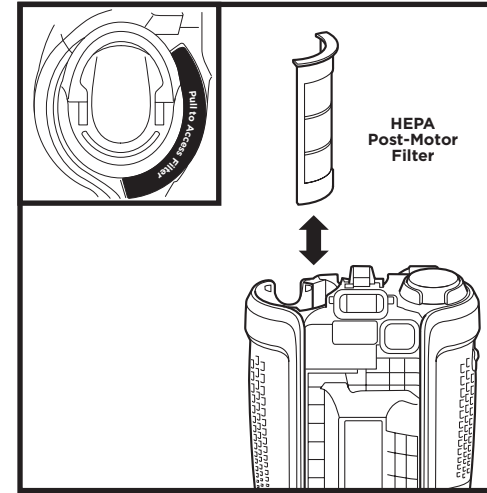
1. Slide down **Filter Door** release button.
2. Tilt filter door and lift off.
3. Remove the filter and frame, then pull the foam filter off the frame.
4. Rinse foam filter with lukewarm water **ONLY** and leave to air-dry for at least 24 hours or until completely dry.
5. Once completely dry, slide the foam filter back onto the frame.
6. Holding the pull tabs, push the frame back into the pod.
7. Reinsert bottom of filter door into slots on pod. Tilt door to close, pressing until it clicks into place.

MAINTENANCE

CLEANING HEPA POST-MOTOR FILTER (ONCE A YEAR)

Rinse and replace the HEPA post-motor filter every year to maintain your vacuum's suction power.

IMPORTANT: Rinse **HEPA Post-Motor Filter** with lukewarm water **ONLY. DO NOT** use soap. Allow to air-dry for at least 24 hours or until completely dry before reinstalling. **DO NOT** scrub **HEPA Post-Motor Filter**.

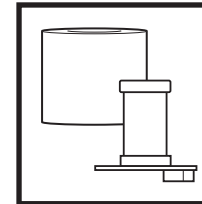


1. Pull up on **HEPA Post-Motor Filter** access tab to remove.
2. Rinse filter with lukewarm water **ONLY** and leave to air-dry at least 24 hours or until completely dry before reinstalling.
3. When dry, reinsert **HEPA Post-Motor Filter** and press down until it clicks into place.

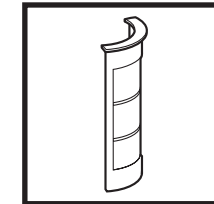
Note: Battery must be removed before **HEPA Post-Motor Filter** can be removed.

REPLACING FILTERS

Follow the previous instructions for removing filters. The **Foam Filter** should be replaced every 2.5 years, and the **HEPA Post-Motor Filter** should be replaced every 3 years, subject to frequency of use.



Replacement Pre-Motor Filter and Frame



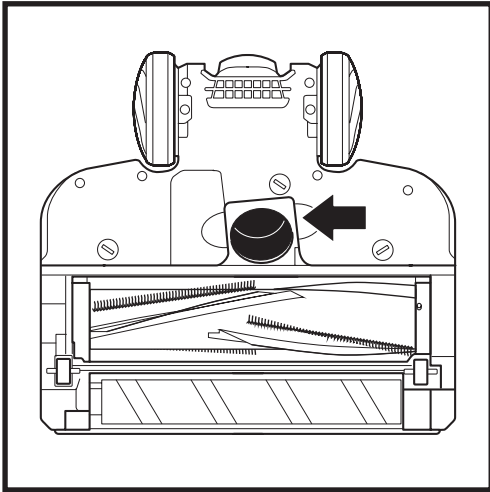
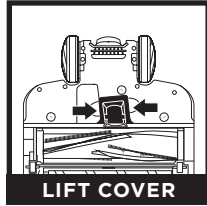
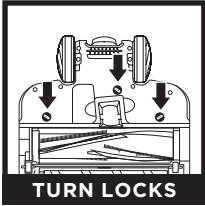
Replacement HEPA Post-Motor filter

NOTE: To order replacement parts and filters, visit sharkclean.com.

MAINTENANCE

CLEANING OR REPLACING BRUSHROLLS

BRUSHROLL



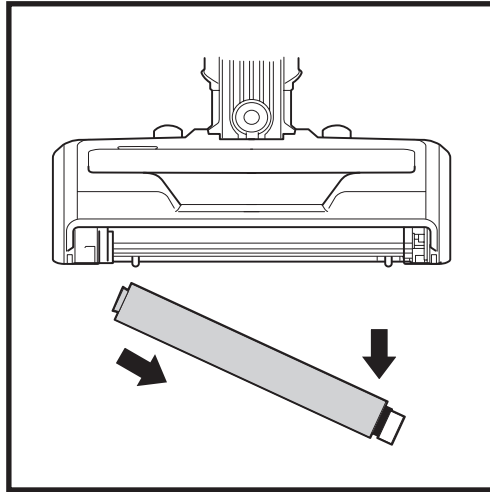
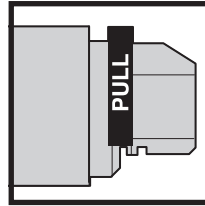
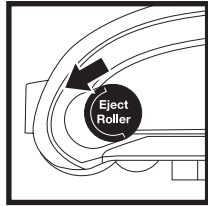
If you run over a hard or sharp object or notice a noise change while vacuuming, check for blockages or objects caught in the brushroll.

1. Turn off the vacuum.
2. Using a coin, turn locks counterclockwise to open, then lift off cover to access brushroll.
3. Clear airway of blockages.
4. Replace cover by sliding tabs into slots, then pressing down firmly on all sides. Turn locks counterclockwise until they click securely into place.

NOTE: The self-cleaning brushroll removes hair wrap as you clean. If any hair, string, or carpet fibers are wrapped around the brushroll, continue cleaning to allow the self-cleaning brushroll to remove them. If some hair or fibers remain wrapped around brushroll after continued use, open the brushroll cover on the bottom of the floor nozzle and carefully remove them.

NOTE: To order replacement parts and filters, visit sharkclean.com.

SOFT ROLLER

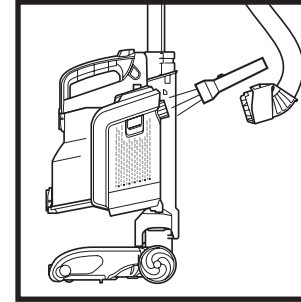


1. Slide **Eject Roller** button forward.
2. To remove **Soft Roller**, pull the tab on the right.
3. Tap loose debris off the Soft Roller. Use a dry towel to wipe clean, or to remove any hair or fibers caught in the teeth behind the Soft Roller.
4. Rinse as needed. Use **ONLY** lukewarm water, and leave to air-dry completely for at least 24 hours or until completely dry.
5. When dry, insert the left end of the roller first, then push the right end into place with the word **Front** facing forward.

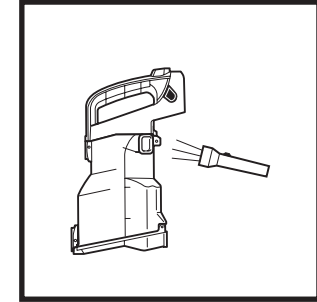
MAINTENANCE

CHECKING FOR BLOCKAGES

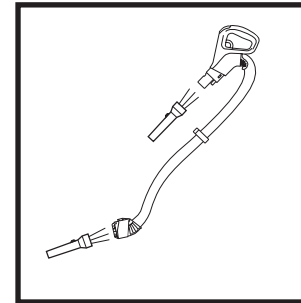
IMPORTANT: DO NOT use sharp or metal objects to clear blockages.



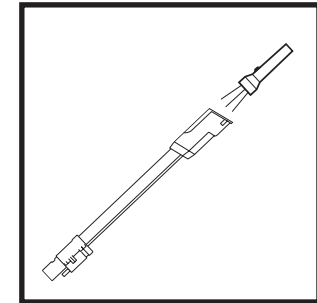
Detach hose from vacuum pod, and check opening on back of pod for blockages.



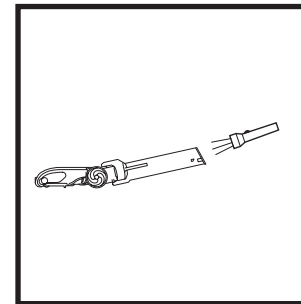
Detach dust cup from vacuum pod. Empty dust cup, remove debris from lint screen, and check for blockages.



Detach handle from wand and hose from the vacuum pod, and check openings for blockages.



Detach wand from floor nozzle and handle, and check both ends of wand for blockages.



Detach wand from floor nozzle and remove brush roll cover. Tilt nozzle neck back to straighten the airway, and remove any blockages.

NOTE: Turn off vacuum and remove battery before checking for blockages

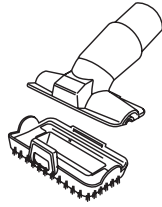
ACCESSORIES INCLUDED

- A** Crevice Tool
- B** Multi-Surface Tool
- C** Lithium-Ion Battery
- D** Anti-Allergen Dust Brush
- E** Charging Cord
- F** Battery Charging Cradle

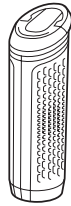
A



B



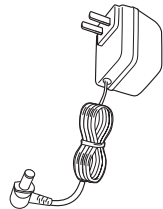
C



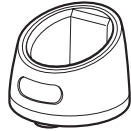
D



E



F



NOTE: Not all accessories come with all units. Please see the top flap of your box for your unit's configuration. To order additional accessories, visit sharkclean.com.

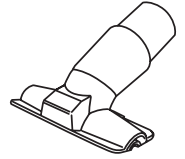
ADDITIONAL ACCESSORIES

- A** Flexi Crevice Tool
- B** Upholstery Tool
- C** Duster Crevice Tool
- D** Under-Appliance Wand
- E** Dusting Brush
- F** Motorized Pet Tool (certain models only)
- G** Wide Upholstery Tool
- H** Car Maintenance Kit

A



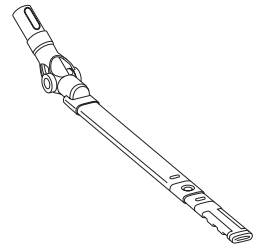
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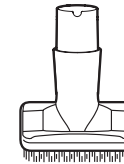
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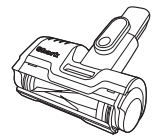
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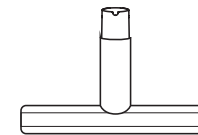
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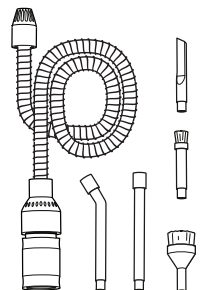
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G



H



TROUBLESHOOTING

LIGHT INDICATOR	WHAT IT MEANS
 <p>Error code E6 appears and red filter icon illuminates</p>	The red Filter icon will illuminate when a blockage is detected. Turn off unit and remove blockage.
 <p>Error code E3 appears</p>	Unit temperature is high. Turn off vacuum and wait for approximately 45 minutes. While unit is cooling, clear any blockages. Filters may also need to be cleaned. See Maintenance Section.
 <p>The first and third battery indicator lights flash alternately</p>	Battery temperature is not optimal so charging is temporarily paused. Leave battery plugged in and charging will resume soon.

BATTERY REMOVAL AND DISPOSAL

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 battery needs to be replaced, dispose of it or recycle it in accordance with local ordinances or 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 battery to an authorized recycling center or to retailer for recycling. Contact your local recycling center for information on where to drop off the spent battery.

Part	Fault	Error code display on UI PCBA
Motor	Motor No Start	E2
	Motor Overheat	E3
	Motor Overcurrent	E4
	Motor Short	E5
	Motor Overspeed	E6
	System Comm Error	E7
Nozzle	Nozzle Overheat	F8
	Nozzle Short	F1

TROUBLESHOOTING

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

- Ensure handle, hose, dust cup, and wand are all securely connected. Detach and reattach until they all click securely into place.
- Check filters to see if they need cleaning. Follow instructions for rinsing and completely air-drying the filters before reinserting them in the vacuum.
- Dust cup may be full; empty dust cup.
- Check wand, hose, hose connections, nozzle, and accessories for blockages; clear blockages if required.
- Check floor nozzle for blockages; clear blockages if required.
- If any hair, string, or carpet fibers are wrapped around the brushroll, continue cleaning to allow the self-cleaning brushroll to remove them. If some hair or fibers remain wrapped around brushroll after continued use, open the brushroll cover on the bottom of the floor nozzle and carefully remove them.

Vacuum lifts rugs.

- Turn off vacuum, and move it away from any obstruction. Turn on vacuum and tilt handle back to activate brushroll.
- Check that vacuum is in **Extended Runtime** mode and/or try **Floor** mode.
- Turn off the unit to disengage the brushroll and restart with the Power button.

Brushrolls do 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 remove battery from vacuum pod and remove blockage before reconnecting and turning vacuum back on. If light turns green, the blockage has been successfully cleared.
- If headlights are not illuminated, there is a connection issue between the hose, pod, wand, and nozzle. Try disconnecting the pieces and then reconnecting them, sliding in each one until it clicks securely into place.

Vacuum turns off on its own or will not turn on.

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

1. Check battery indicator lights to see if battery needs to be recharged. If it does not need charging, turn off the vacuum cleaner and remove battery.
2. Empty dust cup and clean filters.
3. Check wand, accessories, and inlet openings and remove any blockages.
4. Allow unit and battery to cool for at least 45 minutes, until it returns to room temperature.
5. Return battery to vacuum and press Power button.

Dust cup will not latch onto unit

- The dust cup will not latch if the pod is not inserted properly onto the unit. Align the bottom of pod onto the rails on the front of the neck of the floor nozzle. Slide pod down the rails until it clicks into place.

Battery not charging.

- Batteries outside of optimal temperature range may not begin charging immediately. Move to room temperature area and/or allow battery to cool before charging.
- Please review battery runtimes in the Operating the Vacuum section.
- When charging with the cradle, ensure battery is pressed all the way down onto cradle and that charge indicator lights illuminate.
- Battery life expectancy is at least two years and batteries come with a two-year limited warranty.
- When charging with the cradle ensure the charger is inserted and then rotated to lock it into place. Battery will not charge unless the charger is locked into place.

Battery not inserting into vacuum.

- Make sure handle is down before pushing battery securely into place.
- Make sure HEPA post-motor filter is securely clicked into place prior to inserting the battery.

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 parts 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, not removing debris from the brushroll), 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. So we may better assist you, please register your product online at registeryourshark.com and have the product on hand when you call.

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. We also ask that you register your product online at registeryourshark.com and have the product on hand when you call, so we may better assist you. 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.

TWO (2) YEAR LIMITED BATTERY WARRANTY

The Two (2) 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 two (2) 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 battery deemed defective, in SharkNinja's sole discretion, will be replaced up to two (2) years from the original purchase date.
2. In the event a replacement battery is issued, the warranty coverage ends six (6) months following the receipt date of the replacement battery 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 the battery, which requires optimal temperature storage and operation to ensure its proper functioning. Replacement batteries are available for purchase at sharkclean.com/batteries.
2. A battery that has been tampered with or used for commercial purposes.
3. Damage caused by misuse (e.g., exposing battery to liquids or extreme hot and/or cold temperatures), abuse, negligent handling, failure to perform required maintenance, 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 battery 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. So we may better assist you, please register your product online at registeryourshark.com and have the product on hand when you call.

SharkNinja will cover the cost for the customer to send in the unit to us for replacement. A fee of \$20.95 (subject to change) will be charged when SharkNinja ships the 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. We also ask that you register your product online at registeryourshark.com and have the product on hand when you call, so we may better assist you. A Customer Service Specialist will provide you with return and packing instruction information when you call. 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.

Note: This unit has been tested and found to comply with FCC limits for Class B digital devices. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This unit generates, uses, and can radiate radio frequency energy, and if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

Operation of this unit may not cause harmful interference, and this unit must accept any interference received, including interference that may cause undesired operation.

To see if this unit interferes with radio or television reception, try turning it off and on.

To correct any interference:

- Reorient or relocate the receiving antenna.
- Increase the distance between the unit and the receiver.
- Connect the unit to a different outlet than the receiver.
- Consult the dealer or an experienced technician for help.

Caution: Any changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate it.

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® Cordless Vertex® Pro Powered Lift-Away® with Self-Cleaning Brushroll.

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

1-800-798-7398
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/patents/

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