

Shark **WANDVAC[®]** **POWER** **PET**

Cordless Vacuum

WV400 Series

OWNER'S GUIDE



IMPORTANT SAFETY INSTRUCTIONS

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

If the charging cord plug does not fit fully into the outlet, reverse the plug. If it still does not fit, contact a qualified electrician. DO NOT force into outlet or try to modify to fit.

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

⚠ WARNING

To reduce the risk of injury, fire, electric shock, and property damage resulting from improper use of the appliance, carefully observe the following instructions. This unit contains electrical connections and moving parts that potentially present risk to the user.

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

Power supply, charging dock, and vacuum contain electrical connections.

1. There are **NO** serviceable parts.
2. **DO NOT** use to vacuum any liquids.
3. **DO NOT** immerse in water or other liquids.
4. If vacuum is damaged, discontinue use.
5. To avoid fire, explosion, or injury, inspect vacuum and charging dock for any damage before use. **DO NOT** use damaged vacuum or charging dock.
6. **DO NOT** use outdoors or on wet surfaces. Use only on dry surfaces.
7. If vacuum cleaner is not working as it should, or has been dropped, damaged, left outdoors, or immersed in water, return it to SharkNinja Operating LLC for examination, repair, or adjustment.
8. **DO NOT** handle charger or vacuum cleaner with wet hands.
9. **DO NOT** leave vacuum cleaner unattended while powered on.
10. Keep vacuum away from heated surfaces.
11. Always turn off vacuum before connecting charging dock.
12. Use only Shark® chargers and batteries. Other types of batteries may burst, causing injury and damage.
13. Use charging dock on flat and stable surfaces only.
14. **DO NOT** incinerate appliance, even if it is severely damaged, as lithium-ion battery may explode in a fire.
15. Servicing can only be performed by

a qualified repair person using only identical replacement parts. This will ensure that the safety of the products is maintained.

GENERAL USE

16. **DO NOT** carry the charger by the cord or yank to disconnect from an outlet; instead, grasp the plug and pull to disconnect.
17. Keep charger cord away from heated surfaces.
18. Use only as described in this manual.
19. Keep your work area well lit.
20. To avoid unintentional starting, always turn off the vacuum cleaner and remove the battery pack before picking it up or carrying it, and before attaching or detaching the charger, dust cup, filter, or any accessories.
21. **DO NOT** put any objects into openings.
22. **DO NOT** use if any opening is blocked; keep free of dust, lint, hair, or anything that may reduce airflow.
23. This vacuum is not a toy, and must not be played with. Children over 8 years old and persons with reduced physical, sensory, or mental capabilities may only use the vacuum with supervision or prior safety instruction and an understanding of the hazards involved. Children may not clean or maintain the vacuum without supervision.
24. **DO NOT** use without dust cup and filter in place.
25. **DO NOT** use if airflow is restricted; if the air paths become blocked, turn off the vacuum cleaner. Clear all obstructions and power on again.

SAVE THESE INSTRUCTIONS

26. Keep nozzle away from hair, face, fingers, uncovered feet, or loose clothing.
27. Only use manufacturer's recommended attachments.
28. **DO NOT** charge at temperatures below 50°F (10°C) or above 104°F (40°C). Charging improperly or at temperatures outside of the specified range may damage the battery and increase the risk of fire.
29. 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.
30. Always turn off the vacuum before connecting or disconnecting motorized nozzles, chargers, batteries, or other electrical or mechanical parts.

DUST CUP/FILTERS/ACCESSORIES

Before turning on the vacuum:

31. Make sure filter is thoroughly dry after routine cleaning.
32. Make sure dust cup and filter are in place after routine maintenance.
33. Make sure accessories are free of blockages and keep openings away from face and body.
34. Use only Shark® brand filters and accessories. Using other brands will void warranty.

GENERAL CLEANING

35. **DO NOT** vacuum up hard or sharp objects such as glass, nails, screws, or coins that could damage the vacuum cleaner.
36. **DO NOT** vacuum up drywall dust, fireplace ash, or embers.
37. **DO NOT** use as an attachment to power tools for dust collection.
38. **DO NOT** vacuum up smoking or burning objects such as hot coals, cigarette butts, or matches.
39. **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.
40. **DO NOT** vacuum up toxic solutions (e.g., chlorine bleach, ammonia, or drain cleaner).
41. **DO NOT** use in an enclosed space where vapors are present from paint, paint thinner, moth-proofing substances,

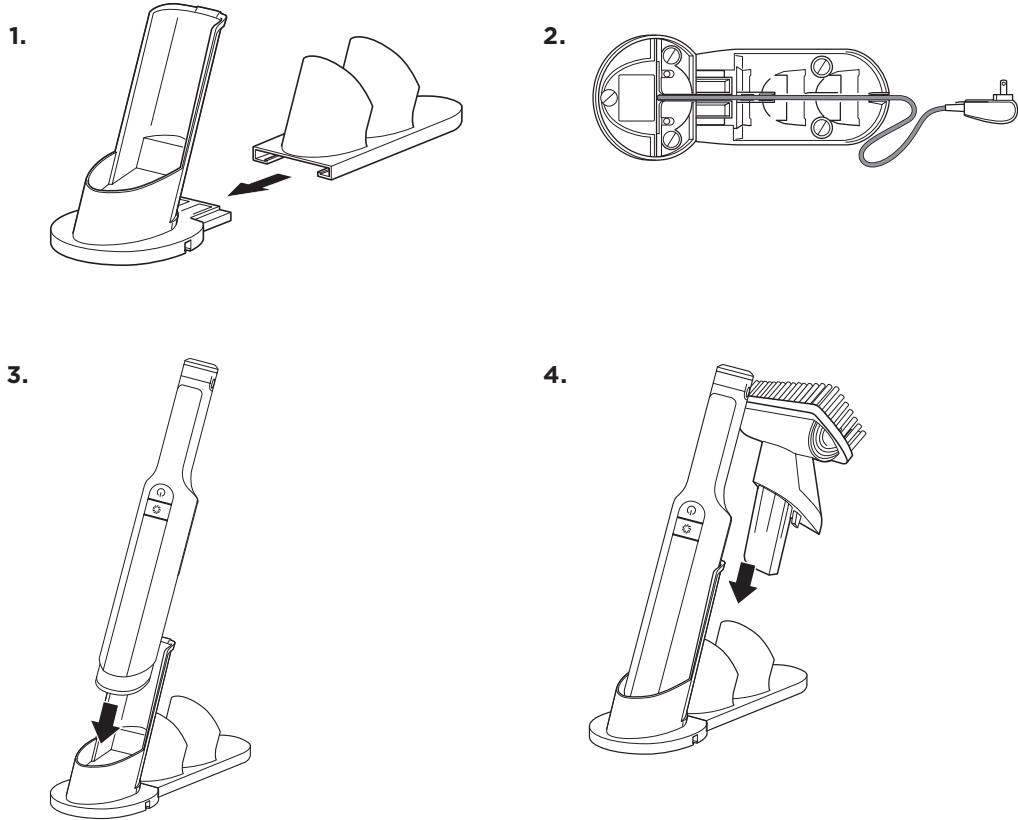
flammable dust, or other explosive or toxic materials.

42. **DO NOT** immerse vacuum cleaner in water or other liquids.
43. Use extra care when cleaning on stairs.

LITHIUM-ION BATTERY

44. The battery is the power source for the appliance. **DO NOT** carry the appliance with your finger on the power button. **DO NOT** charge appliance with the power on.
45. Use only the included charging dock XDOCKCWV to charge. Use of incorrect charger may create a risk of fire.
46. Use appliance only with included lithium-ion battery XSBT420. Use of any other battery may create a risk of injury and fire.
47. Under abusive conditions, liquid may be ejected from the battery. Avoid contact with liquid, as it may cause irritation or burns. If contact occurs, flush with water. If liquid contacts eyes, seek medical help.
48. Store the appliance indoors. To maintain battery life, **DO NOT** use or store battery at temperatures below 37.4°F (3°C) or above 104°F (40°C).
49. **DO NOT** expose battery pack to fire or temperature above 266°F (130°C) as it may cause explosion.
50. There are **NO** serviceable parts. To ensure safety, **DO NOT** modify or attempt to repair the battery pack
51. **DO NOT** use a battery pack of appliance that is damaged or modified. Damaged or modified batteries may exhibit unpredictable behavior resulting in fire, explosion or risk of injury.
52. When the battery pack is not in use, keep it away from other metal objects, like paper clips, coins, keys, nails, screws, or other small metal objects. Shorting the battery terminals increases the risk of fire or burns.
53. Remove the battery pack from the vacuum before making any adjustments, changing accessories, or storing the appliance. This preventative safety measure reduces the risk of starting the appliance accidentally.

CHARGING DOCK ASSEMBLY

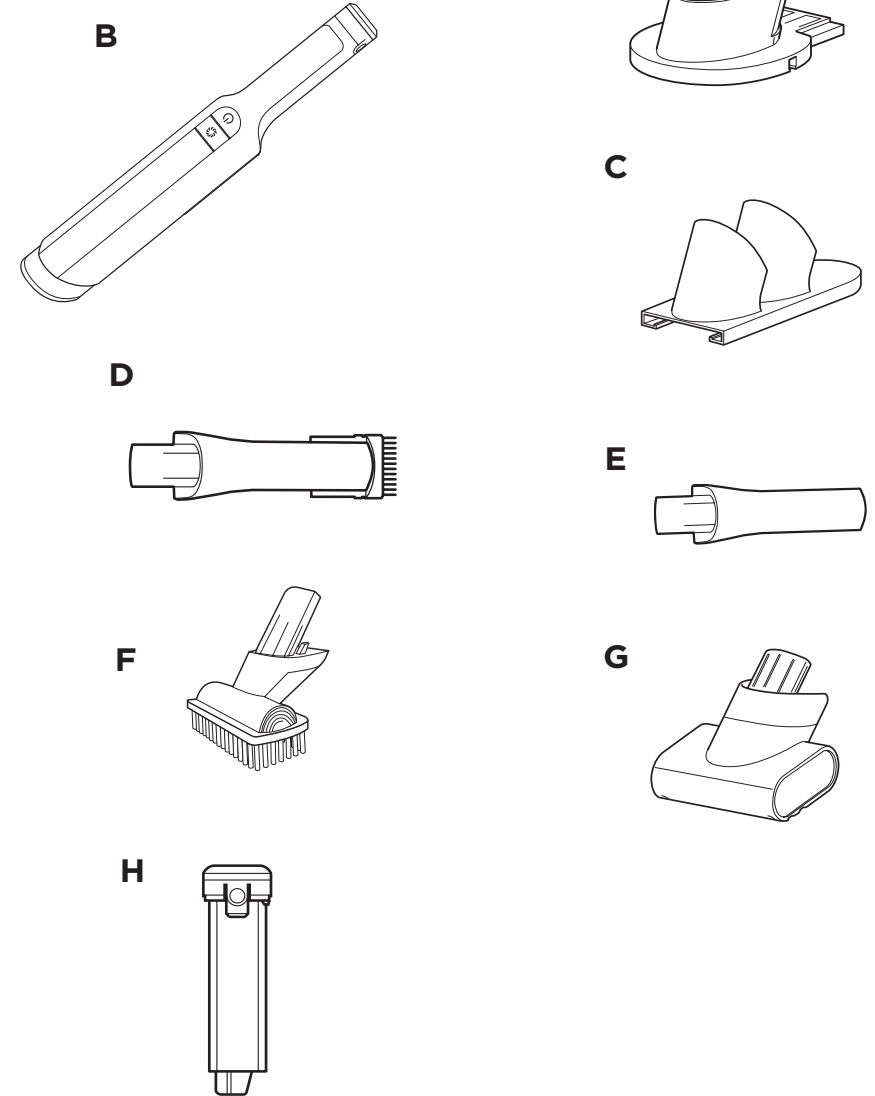


1. Slide the **Onboard Accessory Storage Attachment** onto the back of the **Charging Dock** until it clicks into place.
2. Route the cord through the grooves in the bottom of the charging dock and onboard accessory storage attachment, then through the slot in the back.
3. Slide the vacuum cleaner into the first opening on the charging dock and stand it up.
4. Slide the accessories into the openings on the onboard accessory storage attachment.

NOTE: To ensure the stability of the charging dock, be sure to attach the accessory storage attachment to the charging dock.
NOTE: Be sure to put accessories in the designated slots so the vacuum sits properly in the charging dock. Please see the sticker on the onboard accessory storage attachment for the correct placement of accessories.

WHAT'S INCLUDED

- Ⓐ Charging Dock
- Ⓑ Handheld Vacuum
- Ⓒ Onboard Accessory Storage Attachment
- Ⓓ Duster Crevice Tool (WV401/WV403)
- Ⓔ Crevice Tool (WV410)
- Ⓕ Pet Tool (WV410)
- Ⓖ Motorized Hand Tool (WV403 only)
- Ⓗ Lithium-Ion Battery (pre-installed)



LI-ION BATTERY

Prior to first use, charge the battery completely. A full charge takes approximately 3.5 hours.

RUNTIMES PER FULLY CHARGED BATTERY

The maximum operating time in ECO mode with one fully charged battery is 35 minutes.

In Use



Solid blue

Low Battery



Blinking

Charging

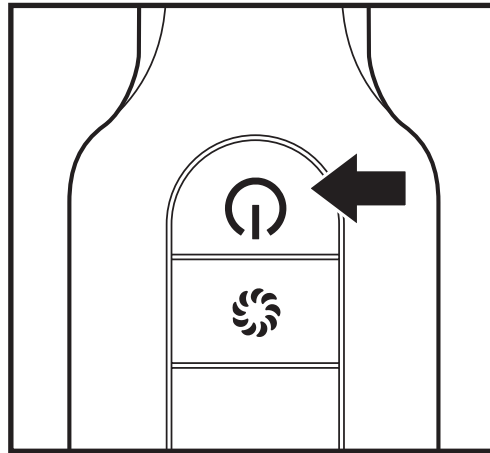


Fades in and out

Charged

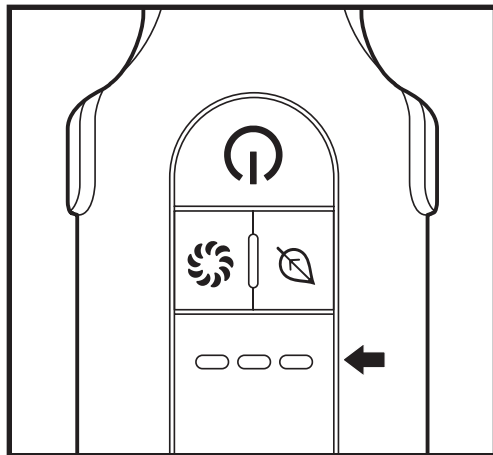


Dim



OR

BATTERY LED INDICATOR LIGHTS (WV403)



In Use



Full Charge



Mid Charge



Low Charge



Nearly Empty or No Charge

Charging



No Charge



Mid Charge



Nearly Full



Full Charge

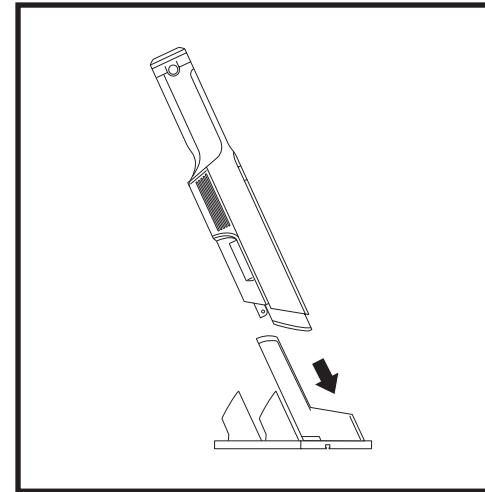
RECYCLING THE LI-ION BATTERY

When the Shark® Li-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 trash or in a municipal solid waste stream. Return spent batteries to an authorized recycling center or to the retailer for recycling. Contact your local recycling center for information on where to drop off the spent battery.

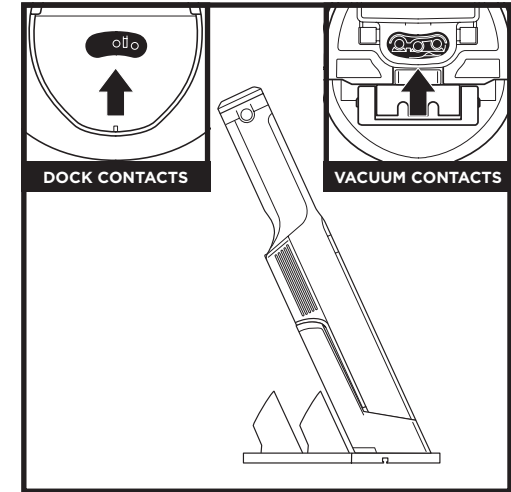
NOTE: The Shark battery, like all lithium-ion batteries, will naturally decrease in capacity over time from the 100% capacity of a new battery.

CHARGING

CHARGING WHILE IN STORAGE



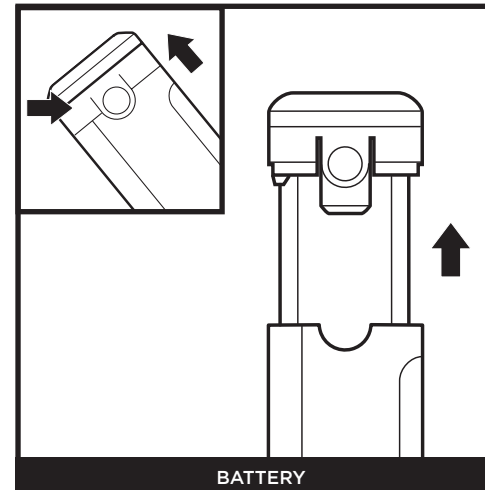
Plug the charging dock into a wall outlet. Charge the vacuum by sliding it into the charging dock nozzle-first.



Make sure the contacts on the vacuum are aligned with the contacts on the charging dock.

When charging is complete and you need to use the unit again, lift it off the charging dock.

REMOVING THE BATTERY



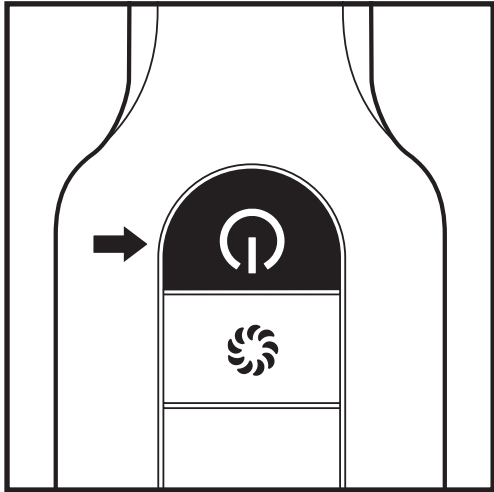
To remove the battery from the hand vacuum, press the release tabs on the battery cap and slide out the battery. To reinstall, slide the battery into the compartment in the handle until it clicks into place.

NOTE: When docked properly, the charging lights on the hand vacuum will blink, indicating that charging has begun. When charging is complete, all three indicator lights will remain on for 5 minutes, then shut off.

NOTE: The main unit comes with a partial charge. For maximum runtime, charge fully before first use (approximately 3.5 hours). Leaving the unit plugged in will not damage battery life.

USING YOUR VACUUM

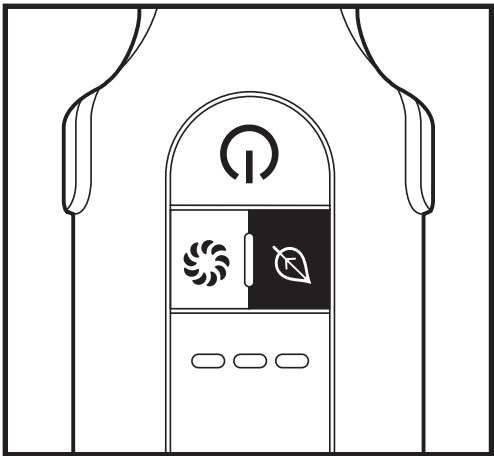
MODES



Press the **On/Off** button on the handle to go into Deep Clean mode. Press the power button again to turn off the vacuum.



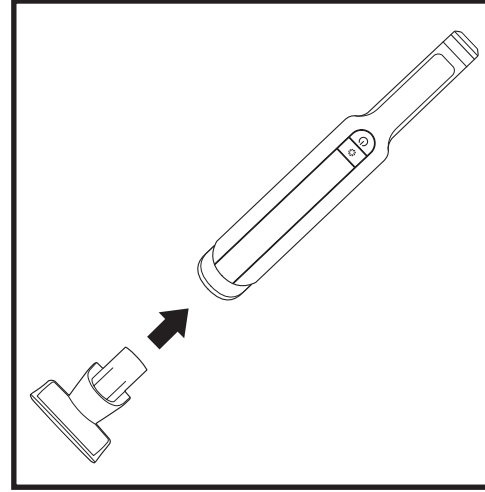
For an added boost of power, press the **Boost** button. Press again to return to Deep Clean mode.



Press the **ECO** button for noise reduction. Press again to return to Deep Clean mode. (WV403 Only)

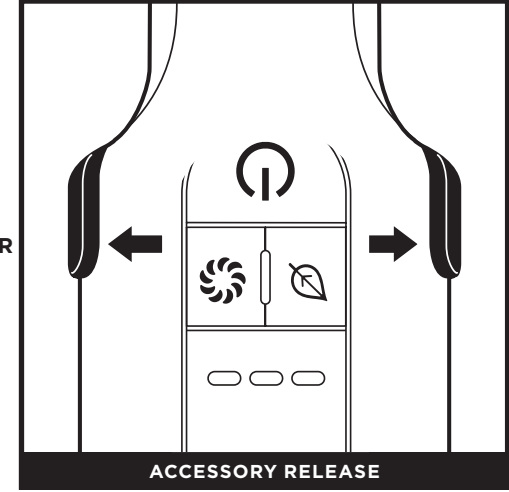
USING YOUR VACUUM

USING ACCESSORIES



To attach an accessory to the hand vacuum, slide it into the opening in the nozzle. To remove the accessory, slide it off the nozzle.

OR

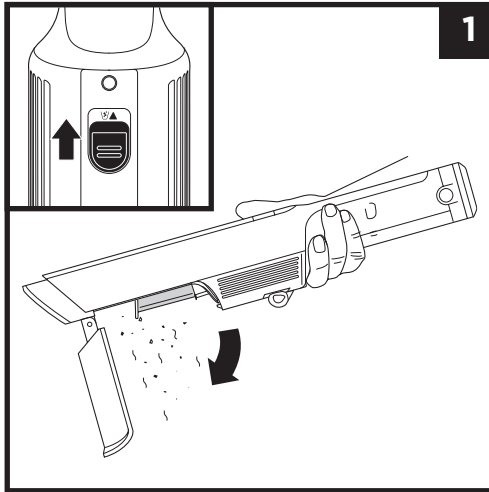


ACCESSORY RELEASE

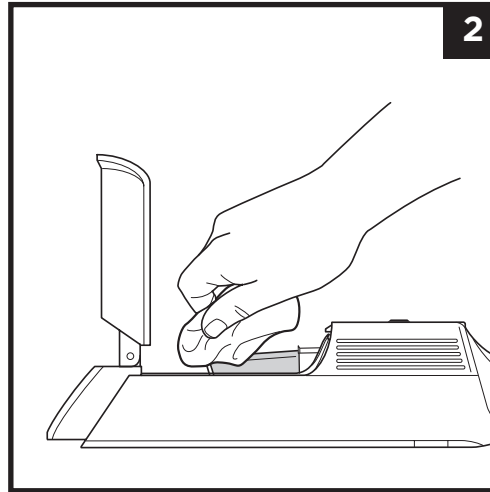
If your vacuum has One-Touch Accessory Release buttons, press the **One-Touch Accessory Release** buttons on either side of the handle to release an accessory from the hand vacuum.

MAINTAINING YOUR VACUUM

EMPTYING THE DUST CUP



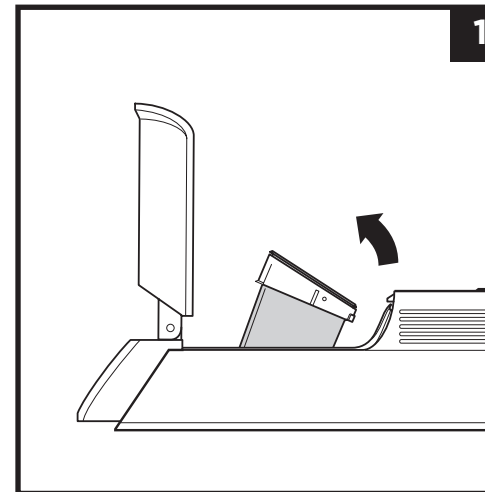
1. With the power off and the hand vacuum positioned over a trash receptacle, slide the Dust Cup release button near the handle, and the dust cup will drop open. Tap the filter screen lightly to knock off dust and debris.



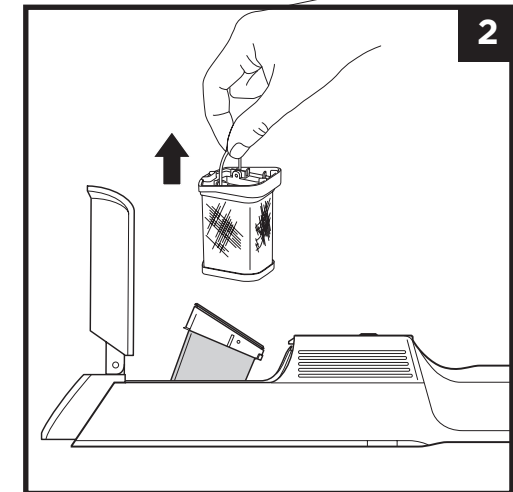
2. Wipe the screen inside the dust cup lightly with a dry cloth to remove dust and dirt.

MAINTAINING YOUR VACUUM

CLEANING THE FILTER



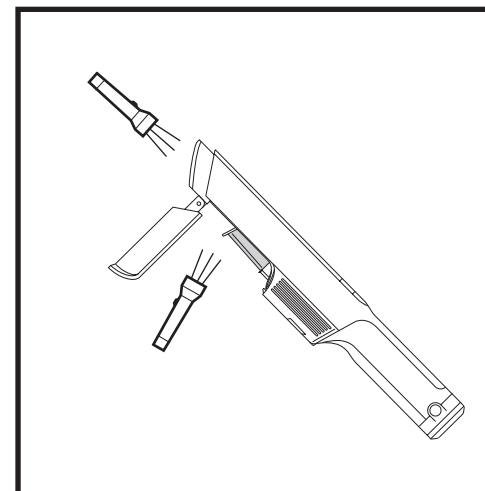
1. With the dust cup removed and the power off, pinch both sides of the filter housing and pivot it upward to access the filter.



2. Hold the filter housing over a trash receptacle. Lift the fabric filter by the metal ring to remove it from the housing. Tap lightly to remove any dust and debris, then rinse with water only. Let the filter air-dry for at least 24 hours or until completely dry before reinstalling.

CHECKING FOR BLOCKAGES

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



1. Turn off the vacuum.
2. Check all intake openings to the dust cup and remove any debris or blockages.

TROUBLESHOOTING

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

Vacuum is not picking up debris. No suction or light suction. Power button blinks white six times, in 2-second intervals.

(Refer to Checking for Blockages section for more information.)

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

Vacuum turns off on its own.

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








1. Turn on the power and check the battery indicator lights on the vacuum. If recharging is needed, make sure vacuum power is off before charging.
2. Empty dust cup and clean filters (See the Cleaning the Dust Cup and Filter section).
3. Check accessories and inlet openings and remove any blockages.
4. Allow unit and battery to cool for at least 45 minutes, until they return to room temperature.
5. Press the On/Off button to restart the vacuum.

NOTE: If vacuum still does not operate properly, contact Customer Service at 1-800-798-7398 or sharkclean.com/support.

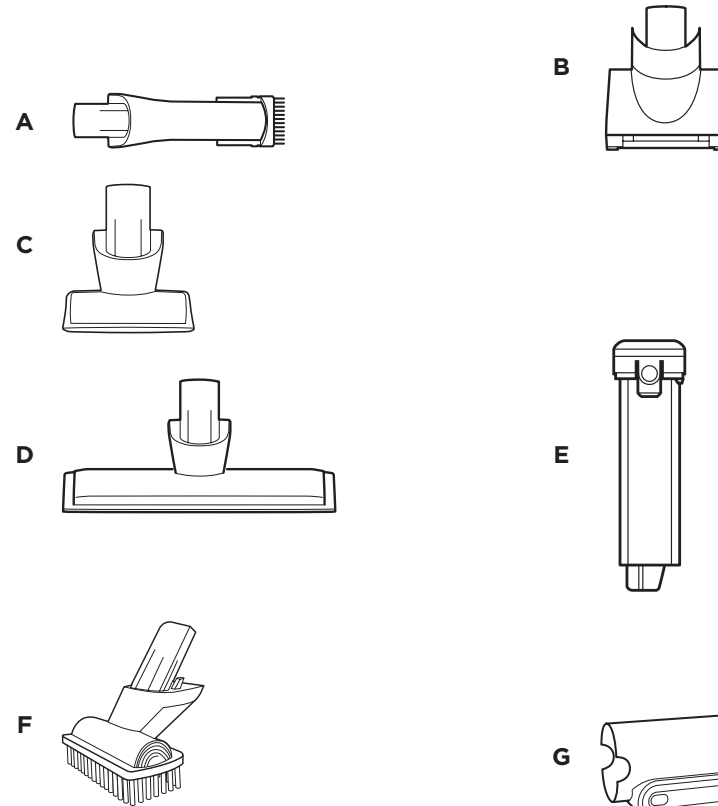
POWER BUTTON	WHAT IT MEANS	WHAT TO DO
ECO mode button blinks 5 times in 2-second intervals, then stops.	Charger over voltage or overcurrent.	Make sure that you are using the Shark® charging dock. Do not use any other brands of chargers or batteries. If you are using the correct Shark charging dock and the problem persists, contact Customer Service at 1-800-798-7398.
The Power, Boost mode, and ECO mode buttons are all blinking.	The battery is not properly inserted in the vacuum cleaner.	If available, try another battery. Make sure the battery is installed correctly. To install, slide the battery into the compartment until it clicks into place. If the problem persists, contact Customer Service at 1-800-798-7398.
ECO mode button blinks 10 times in 2-second intervals, then stops.	Overcurrent or short.	With the power off, check the nozzle opening for jams or clogs. Remove any obstructions. If the problem persists, contact Customer Service at 1-800-798-7398.
Boost mode and ECO mode buttons blink 5 times in 2-second intervals, then stop.	Communication.	Call Customer Service at 1-800-798-7398.

WV410		
POWER BUTTON	WHAT IT MEANS	WHAT TO DO
Vacuum shuts off. Power button blinks 5 times in 2-second intervals, then stops.	Low voltage start.	With the power off, check the nozzle opening for blockages. Remove any obstructions. Allow unit and battery to cool for at least 45 minutes, returning to room temperature. The battery may need to be charged. Charge completely (approximately 3.5 hours) by placing the vacuum on the charging stand. If problem persists, contact Customer Service at 1-800-798-7398.
Boost mode button is blinking.	Motor is overheating.	Allow the vacuum cleaner and battery to cool to room temperature for about 45 minutes. While waiting, refer to the cleaning section and remove any blockages. These can impede airflow. The unit can be placed on the charger and will start charging when it has reached normal temperature.
Boost mode button blinks 5 times in 2-second intervals, then stops.	Overspeed.	With the power off, check the nozzle opening for jams or clogs. Remove any obstructions. If the problem persists, contact Customer Service at 1-800-798-7398.

IF YOUR VACUUM HAS THREE BATTERY LED INDICATOR LIGHTS, FOLLOW THE TROUBLESHOOTING BELOW.

BATTERY LED INDICATOR	WHAT IT MEANS	WHAT TO DO
<p>All 3 battery indicator LEDs are blinking.</p> 	The battery is not properly inserted in the vacuum cleaner.	If available, try another battery. Make sure the battery is installed correctly. To install, slide the battery into the compartment in the handle until it clicks into place. If problem persists, contact Customer Service at 1-800-798-7398.
<p>1st and 3rd LEDs are blinking.</p> 	Motor is overheating.	Allow the vacuum cleaner and battery to cool to room temperature for about 45 minutes. While waiting, refer to the cleaning section and remove any blockages. These can impede airflow. The unit can be placed on the charger and will start charging when it has reached normal temperature.
<p>1st and 2nd LEDs are blinking.</p> 	Overcurrent or short.	With the power off, check the nozzle opening for jams or clogs. Remove any obstructions. If problem persists, contact Customer Service at 1-800-798-7398.
<p>1st LED is blinking.</p> 	Battery needs to be charged.	Charge the battery by sliding the vacuum into the charging dock nozzle-first. Make sure the contacts on the vacuum are aligned with the contacts on the charging dock.
<p>2nd LED is blinking.</p> 	Overspeed.	With the power off, check the nozzle opening for jams or clogs. Remove any obstructions. If problem persists, contact Customer Service at 1-800-798-7398.
<p>3rd LED is blinking.</p> 	Communication.	Call Customer Service at 1-800-798-7398.
<p>2nd and 3rd LEDs are blinking.</p> 	The charging dock may be defective.	Make sure that you are using the Shark® charging dock. Do not use any other brands of chargers or batteries. If you are using the correct Shark charging dock and the problem persists, contact Customer Service at 1-800-798-7398.

- A Duster Crevice Tool**
- B Motorized Hand Tool**
(Only for the WV403)
- C Upholstery Tool**
- D Wide Upholstery Tool**
- E Replacement Battery**
- F Pet Tool**
- G Battery Charging Sleeve**



TWO (2) YEAR LIMITED 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 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. 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.

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. In order to better assist you please register your product prior to calling and have your product with you at the time of your call. You will need the receipt as proof of purchase. A Customer Service Specialist will provide you with return and packing instruction information. 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.

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 VIP 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 battery 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 \$19.95 (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.

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



RECORD THIS INFORMATION

Model Number: _____

Date Code: _____

Date of Purchase: _____
(Keep receipt)

Store of Purchase: _____

TIP: You can find the model and serial numbers on the QR code label on the bottom of the back of the hand vacuum and battery.

TECHNICAL SPECIFICATIONS

Voltage: 14.4V 

NOTES / REMARQUES

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 trash 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.

The RBRC™ (Rechargeable Battery Recycling Corporation) seal on the lithium-ion battery indicates that the costs to recycle the battery at the end of its useful life have already been paid by SharkNinja. In some areas, it is illegal to place spent lithium-ion batteries in the trash or municipal solid waste stream and the RBRC program provides an environmentally conscious alternative.

RBRC, in cooperation with SharkNinja and other battery users, has established programs in the United States and Canada to facilitate the collection of spent lithium-ion batteries. Help protect our environment and conserve natural resources by returning the spent lithium-ion battery to an authorized SharkNinja service center or to your local retailer for recycling. You may also contact your local recycling center for information on where to drop off the spent battery, or call 1-800-798-7398.



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® vacuum.

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.

This product may be covered by one or more U.S. patents. See sharkninja.com/patents for more information.

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@sharkcleaning