IMPORTANT SAFETY INSTRUCTIONS

HOUSEHOLD USE ONLY

To reduce the risk of electric shock, this vacuum cleaner has a polarized plug (one blade is wider than the other). As a safety feature, this plug will fit into a polarized outlet only one way. If the 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.

WARNING

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

GENERAL WARNINGS

When using an electrical appliance, basic precautions should always be followed, including the following:

1. 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.
2. Use only identical replacement parts.
3. 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.
4. Before use, carefully inspect all parts for any damage. DO NOT use if any parts are damaged.
5. The use of an extension cord is NOT recommended.
6. This vacuum cleaner contains no serviceable parts.

USE WARNINGS

7. 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.
8. Always turn off the vacuum cleaner before connecting or disconnecting any motorized nozzles or other accessories.
9. DO NOT handle plug or vacuum cleaner with wet hands.
10. DO NOT use without filters in place.
11. Only use Shark® branded filters and accessories.
12. 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.
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 cleaner off and unplug from electrical outlet. Remove all obstructions before you plug in and 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 cleaner 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 cleaner unattended while plugged in.
19. When powered on, keep the vacuum cleaner moving over the carpet surface at all times to avoid damaging the carpet fibers.
20. DO NOT place vacuum cleaner on unstable surfaces such as chairs or tables.
21. 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.
22. 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).
   e) Smoke 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)

SAVE THESE INSTRUCTIONS

READ ALL INSTRUCTIONS BEFORE USE

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   c) Hard or sharp objects (glass, nails, screws, or coins)
   d) Large quantities of dust (drywall dust, fireplace ash, or embers).
   e) Smokey 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)

23. 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)
24. Turn off all controls before plugging in or unplugging the vacuum.
25. Unplug from electrical outlet when not in use and before any maintenance or cleaning.
26. Hand wash with water only. Washing with cleaning chemicals could damage the unit.
27. During cleaning or routine maintenance, DO NOT cut anything other than hair, fibers, or string wrapped around the brushroll.
28. Allow all filters to air-dry completely before replacing in the vacuum to prevent liquid from being drawn into electric parts.
29. Make sure the dust cup and all filters are in place after routine maintenance.
30. If provided, securely store the power cord around the two cord hooks during storage.
1. Place motorized Nozzle on floor and insert Wand, pressing it in until it clicks securely into place.
2. Place Pod onto wand and slide down to connect.
3. Insert Handle into wand, pressing it in until it clicks securely into place.
4. Connect Hose into back of pod, pressing it in until it clicks securely into place.
5. Store included accessories on the Accessory Posts on the pod.

IMPORTANT: For proper operation, ensure all connections are securely clicked into place.
NOTE: All accessories are compatible with both the wand and the handle.
**EMPTYING THE DUST CUP**

*IMPORTANT:* Unplug the power cord before performing any maintenance.

To remove Dust Cup, press release button on top of the pod. Tilt dust cup away from wand, then lift to remove.

To empty debris into trash, press lower release button and bottom of dust cup will drop open.

To reinstall, place bottom of dust cup into pod and then tilt back until it clicks into place.

To remove collected debris from Lint Screen, press top release button and lift handle to open. Gently brush lint screen to clean.

**CLEANING AND REPLACING THE FILTERS**

**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. Allow all filters to air-dry for at least 24 hours before reinstalling them to prevent liquid from being drawn into electric parts.

*IMPORTANT: DO NOT* use soap when cleaning the filters.

**CLEAN PRE-MOTOR FILTERS EVERY 3 MONTHS**

Remove Dust Cup, then lift out Filters.

**CLEAN HEPA FILTER EVERY YEAR**

Press button at bottom of Filter Door. Tilt door and lift out to remove, then take out HEPA Filter.

To reinstall, insert HEPA filter into unit and replace filter door.

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

**NOZZLE MAINTENANCE**

**THE SELF-CLEANING BRUSHROLL**

If any hair is wrapped around the brushroll, continue vacuuming, using Carpet/Low Pile mode on a bare floor surface, a low-pile carpet, or a small area rug. This will allow the self-cleaning brushroll to remove the hair wrap and send it to the dust cup.

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.

If some fibers remain wrapped around the brushroll after continued use, open the brushroll garage to remove them.

1. To open the brushroll garage, slide both release buttons on the floor nozzle away from you, toward the back of the nozzle, then lift off the lid.
2. Clear away any objects or debris.
3. To close the brushroll garage, insert the 3 tabs on top of the lid into the 3 slots in the nozzle, then push down on both sides of the lid until it clicks securely into place.

**CLEANING THE BRUSHROLL**

To open the brushroll garage, slide both release buttons toward the back of the nozzle, then lift off the lid. Clear away any objects or debris.

To close the brushroll garage, insert the 3 tabs on top of the lid into the 3 slots in the nozzle, then push down on both sides of the lid until it clicks securely into place.

**CLEANING THE SOFT ROLLER**

First, remove the brushroll garage lid. To remove the Soft Roller from the nozzle, lift it out by the pull tab. Tap loose debris off the Soft Roller. Use a dry towel to wipe the Soft Roller clean, or to remove any debris caught in the teeth behind the Soft Roller.

Hand wash the Soft Roller as needed. Use only water, and allow it to air-dry completely for at least 24 hours. Reinsert the Soft Roller in the front of the nozzle until it clicks into place. Reinstall the brushroll garage lid.

**CHECKING FOR BLOCKAGES**

- Detach hose from vacuum pod, and check hose and opening on back of pod for blockages.
- Detach wand from floor nozzle and handle, and check both ends for blockages.
- Detach handle from wand and hose from the vacuum pod, and check openings for blockages.
### AVAILABLE ACCESSORIES

1. **Crevice Tool**
   This slender tool offers extended reach to access corners, baseboards, tight spaces, and ceilings.

2. **Upholstery Tool**
   Picks up hair, dust, and large debris from mattresses, couches, curtains, lampshades, and other delicate upholstered fabrics.

3. **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.

4. **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.

5. **Pet Power Brush**
   The turbine brush loosens and removes pet hair and debris from carpets, and powerfully deep-cleans dander out of upholstery and other surfaces.

6. **Under-Appliance Wand**
   Clean under and behind hard-to-move appliances and furniture with this adjustable 36” tool. Flip the extension piece over to clean the underside of appliances.

7. **Anti-Allergen Dust Brush**
   This brush features nylon fiber bristles specifically designed for removing fine dust and allergen particles from the most delicate surfaces.

8. **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.

9. **Home & Car Detail Kit**
   Deep-clean your car like a professional detailer, or clean hard-to-reach areas in your home. Micro-sized tools let you clean around delicate objects and access the tightest spaces like car vents and computer keyboards.

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

### TROUBLESHOOTING

**Vacuum is not picking up debris. No suction or light suction.**
- Check filters to see if they need cleaning. Follow instructions for rinsing and air-drying the filters before reinstalling them.
- Dust cup may be full; empty dust cup.
- Check hose, hose connections, nozzle, wand, pod, and accessories for blockages. Clear any blockages found.
(Refer to Checking for Blockages section for more information.)
- If any hair, string, or carpet fibers are wrapped around the brushroll, extend cleaning time to allow the self-cleaning brushroll to remove them.
  - If some hair or fibers remain wrapped around brushroll after continued use, take off the brushroll garage lid and carefully remove them. See Cleaning the Brushroll section for more information.

**Vacuum lifts area rugs.**
- Make sure Surface Selector switch is set to Hard Floor.
- Suction is powerful. Take care when vacuuming area rugs or rugs with delicately sewn edges.

**Brushrolls do not spin.**
- If the Brushroll Indicator Light turns red, immediately turn off and unplug the vacuum. Remove pod and wand from floor nozzle and clear any blockages. Reconnect nozzle, plug in vacuum, and turn on power.
- With the power on, recline the handle, which will automatically turn on the brushrolls.
- If the brushroll indicator light is green and the headlights are flashing, the brushroll garage lid is not properly installed. Remove the lid by sliding the two release buttons on the floor nozzle. To reinstall, insert the 3 tabs into the 3 slots in the nozzle, then firmly push down on both sides of the lid until it clicks securely into place.

**Vacuum turns off on its own or indicator light flashes red.**
If your vacuum overheats, the thermostat will automatically turn off the motor. Perform the following steps to restart:
1. Turn vacuum off and unplug it.
2. Empty dust cup and clean filters (see Emptying the Dust Cup and Cleaning the Filters).
3. Check for blockages in hose, wand, floor nozzle, accessories, and inlet openings.
4. Allow unit to cool for a minimum of 60 minutes.
5. Plug in vacuum and turn it on.

For all other issues, please call Customer Service 1-800-798-7398.
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), 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 $24.95 (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.

RECORD YOUR PURCHASE
registryyourshark.com
Scan QR code using mobile device

TECHNICAL SPECIFICATIONS
Voltage: 120V~, 60Hz
Watts: 1350W

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

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Scan QR code using mobile device

TECHNICAL SPECIFICATIONS
Voltage: 120V~, 60Hz
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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® APEX® DuoClean® Powered Lift-Away® with Self-Cleaning Brushroll Upright Vacuum.

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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/uspatents

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