

Shark[®] duo clean[™] POWERFINS[™]

Cordless Vertex[™] Pro Powered Lift-Away[™] with Self-Cleaning Brushroll

804106740

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:

- 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.
- Before each use, carefully inspect all parts for any damage. If a part is damaged, discontinue use.
- Use only authentic replacement parts.
- This vacuum contains no serviceable parts.
- Use only as described in this manual. **DO NOT** use the vacuum for any purpose other than those described in this manual.
- With the exception of the filters and dust cup, **DO NOT** expose any parts of the vacuum to water or other liquids.
- 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

- 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.
- Always turn off the vacuum before connecting or disconnecting any current carrying hoses, motorized nozzles, chargers, batteries, or other electrical or mechanical parts.
- DO NOT** handle plug or vacuum with wet hands.
- DO NOT** use without dust cup, filters, and brushroll in place.
- Only use Shark[®] branded filters and accessories. Damage caused by non-Shark filters and accessories may not be covered by the warranty.
- 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.
- 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.
- Keep nozzle and all vacuum openings away from hair, face, fingers, uncovered feet, or loose clothing.
- DO NOT** use if vacuum is not working as it should, or has been dropped, damaged, left outdoors, or dropped into water.
- Use extra care when cleaning on stairs.
- DO NOT** leave the vacuum unattended while powered on.
- When powered on, keep the vacuum moving over the carpet surface at all times to avoid damaging the carpet fibers.

- 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.
- DO NOT** use to pick up:
 - Liquids
 - Large objects
 - Hard or sharp objects (glass, nails, screws, or coins)
 - Large quantities of dust (including drywall, fireplace ash, or embers). **DO NOT** use as an attachment to power tools for dust collection.
 - Smoking or burning objects (hot coals, cigarette butts, or matches)
 - Flammable or combustible materials (lighter fluid, petrol, or kerosene)
 - Toxic materials (chlorine bleach, ammonia, or drain cleaner)
- DO NOT** use in the following areas:
 - Poorly lit areas
 - Wet or damp surfaces
 - Outdoor areas
 - 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)
- Turn off the vacuum before plugging in or unplugging the charger.
- Turn off the vacuum before any adjustment, cleaning, maintenance or troubleshooting.
- During cleaning or routine maintenance, **DO NOT** cut anything other than hair, fibers, or string wrapped around the brushroll.
- Allow all filters to air-dry completely before replacing in the vacuum to prevent liquid from being drawn into electric parts.
- 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.
- Always turn off this appliance before connecting or disconnecting motorized nozzle or hand tool.

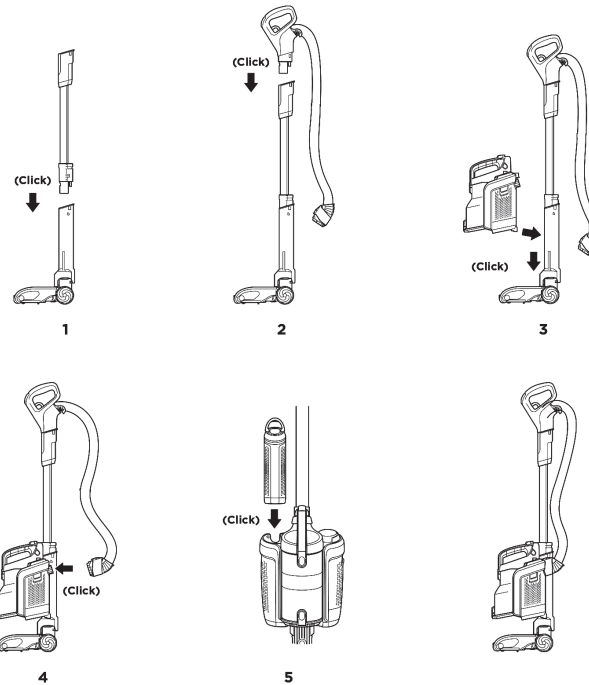
BATTERY PACK

- The battery is the power source for the vacuum. Carefully read and follow all charging instructions.
- 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.
- Use only with 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.
- 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.
- 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.

- 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.
- DO NOT** charge battery at temperatures below 50°F (10°C) or above 104°F (40°C).
- 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.
- DO NOT** expose the battery to fire or temperatures above 265°F (130°C) as it may cause explosion.
- 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.
- Use appliances only with specifically designated battery packs. Use of any other battery packs may create a risk of injury and fire.
- 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.
- For use only with Shark battery pack.

SAVE THESE INSTRUCTIONS

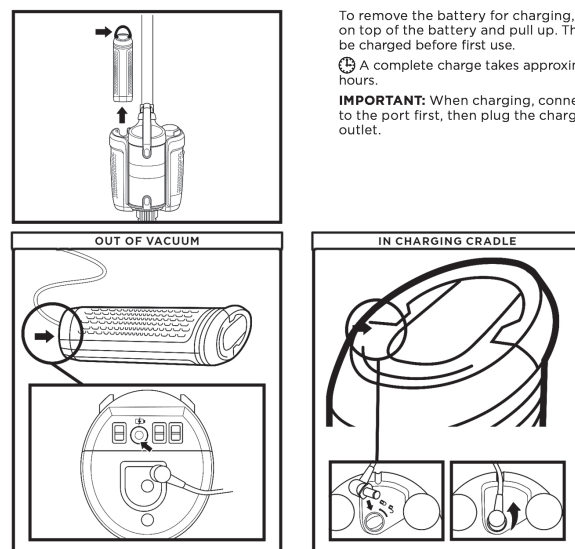
ASSEMBLY



- Insert the **Wand** into the **Floor Nozzle**.
- Insert the **Handle** into the wand.
- 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.
- Connect the **Hose** to back of the pod.
- Connect 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



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

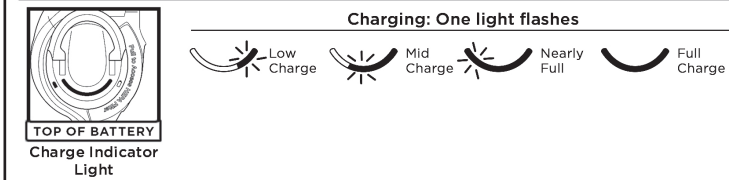
Battery Runtime

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.

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

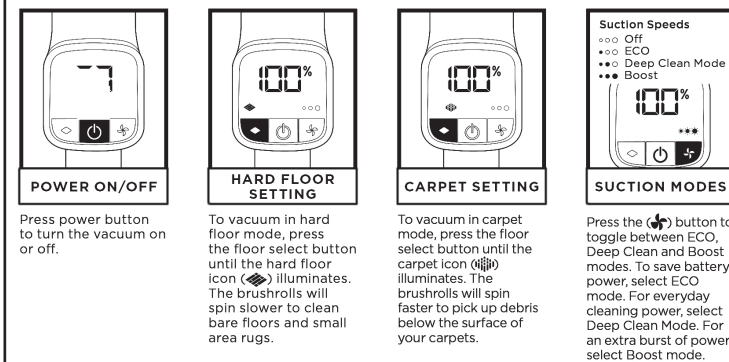


TEMPERATURE ISSUE: FIRST AND THIRD INDICATOR LIGHTS FLASHING ALTERNATELY
If the first and third indicator lights are flashing alternately, the battery temperature is not optimal. If this happens when charging, leave the battery plugged in and charging will resume once temperature reaches optimal level.

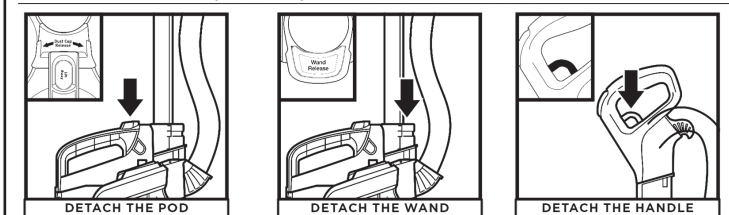
NOTE: The battery must be charged before first use. A complete charge takes approximately 3.5 hours.
NOTE: The indicator light will shut off 5 minutes after charging is complete.

OPERATING THE VACUUM

SETTINGS



POD, HANDLE, AND WAND ARE DETACHABLE



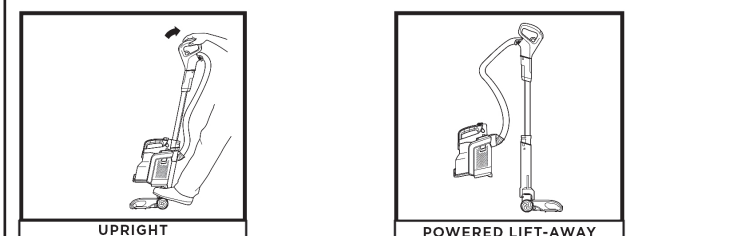
Detach the pod from the floor nozzle for powerful cleaning under furniture and in other hard-to-reach areas. Press the **LIFT-AWAY** button and lift the pod off the nozzle.

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.

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

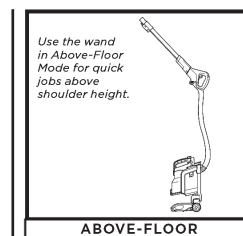
TIP: for all the different ways you can use your vacuum.

VERSATILE FLOOR-TO-CEILING CLEANING

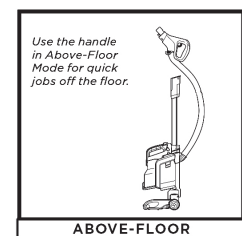


For cleaning carpets and hard floors. To activate brushroll, step on floor nozzle and tilt handle back.

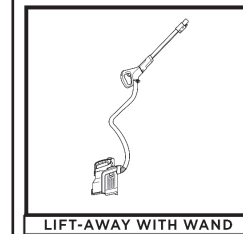
Detach the pod to go into Powered Lift-Away mode to reach under furniture and tilt handle back and hard floors.



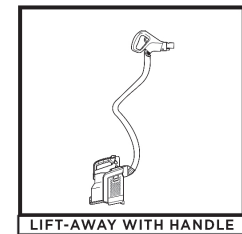
Use the wand in Above-Floor Mode for quick jobs above shoulder height.



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



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



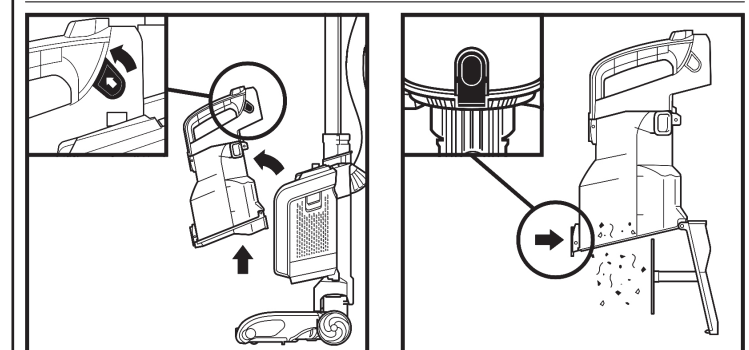
Use the handle in Lift-Away mode for more detailed cleaning of above-floor areas like upholstery, windowsills, or stairs.

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

MAINTENANCE

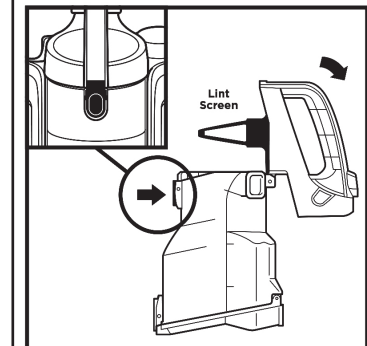
IMPORTANT: Remove the battery before performing any maintenance. To remove, lift the handle on top of the battery and pull up.

EMPTYING THE DUST CUP

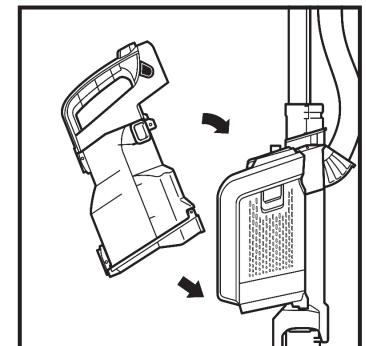


To remove **Dust Cup**, slide up the release tabs on both sides. Tilt the dust cup away from pod, and lift to remove.

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.

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.

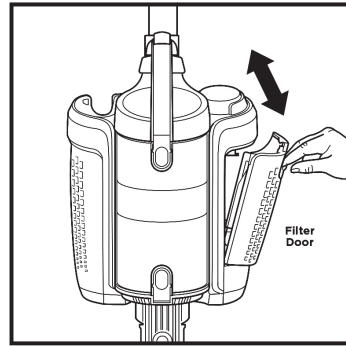
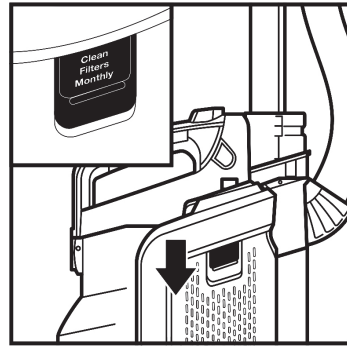
NOTE: For proper operation, please ensure that all parts are firmly pressed until CLICKED in place.

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

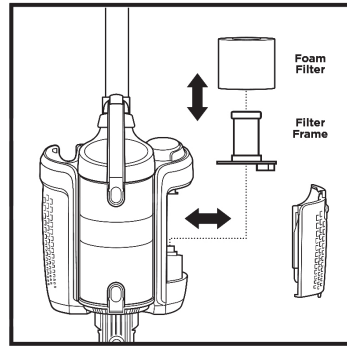
CLEANING PRE-MOTOR FILTER (ONCE A MONTH)

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.



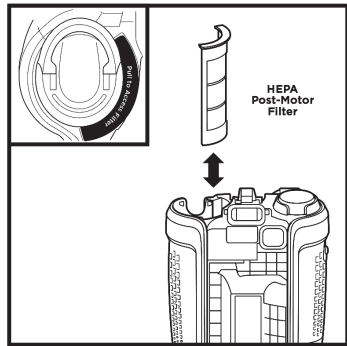
- Slide down **Filter Door** release button.
- Tilt filter door and lift off.
- Remove the filter and frame, then pull the foam filter off the frame.
- Rinse foam filter with lukewarm water **ONLY** and leave to air-dry for at least 24 hours or until completely dry.
- Once completely dry, slide the foam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



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**.

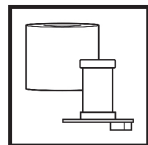


- Pull up on **HEPA Post-Motor Filter** access tab to remove.
- Rinse filter with lukewarm water **ONLY** and leave to air-dry at least 24 hours or until completely dry before reinstalling.
- When dry, reinsert **HEPA Post-Motor Filter** and press down until it clicks into place.

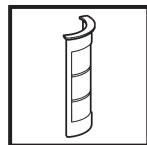
Note: Battery must be removed before **HEPA Post-Motor Filter** can be removed.

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.



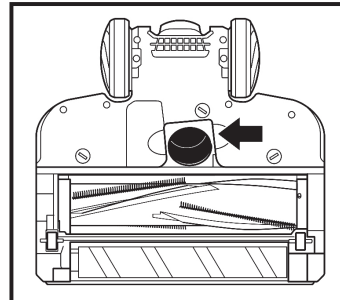
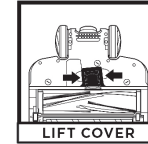
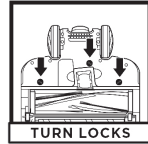
Replacement Pre-Motor Filter and Frame



Replacement HEPA Post-Motor filter

CLEANING OR REPLACING BRUSHROLLS

BRUSHROLL

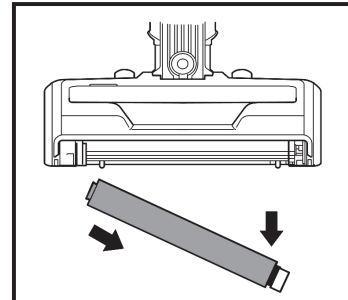
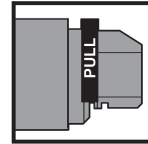
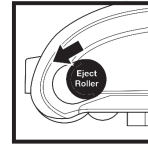


If you run over a hard or sharp object or notice a noise change while vacuuming, check for blockages or objects caught in the brushroll.

- Turn off the vacuum.
- Using a coin, turn locks counterclockwise to open, then lift off cover to access brushroll.
- Clear airway of blockages.
- 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.

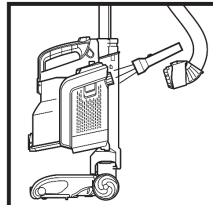
SOFT ROLLER



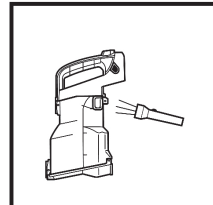
- Slide **Eject Roller** button forward.
- To remove **Soft Roller**, pull the tab on the right.
- Tap loose debris off the Soft Roller. Use a dry towel to wipe clean, or to remove any hair or fibers caught in the teeth behind the Soft Roller.
- Rinse as needed. Use **ONLY** lukewarm water, and leave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

CHECKING FOR BLOCKAGES

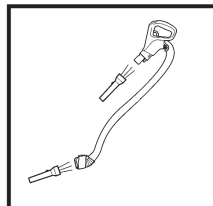
IMPORTANT: DO NOT use sharp or metal objects to clear blockages.



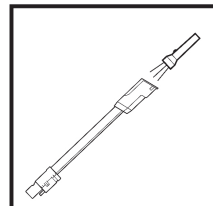
Detach hose from vacuum pod, and check opening on back of pod for blockages.



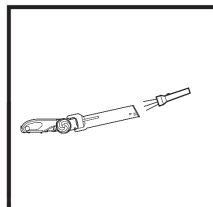
Detach dust cup from vacuum pod. Empty dust cup, remove debris from lint screen, and check for blockages.



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

TROUBLESHOOTING

LIGHT INDICATOR	WHAT IT MEANS
Error code E6 appears and red filter icon illuminates	The red Filter icon will illuminate when a blockage is detected. Turn off unit and remove blockage.
Error code E3 appears	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.
The first and third battery indicator lights flash alternately	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

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:

- 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.
- Empty dust cup and clean filters.
- Check wand, accessories, and inlet openings and remove any blockages.
- Allow unit and battery to cool for at least 45 minutes, until it returns to room temperature.
- 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.

REFURBISHED PRODUCT LIMITED NINETY DAYS WARRANTY

The **Refurbished Product Service Center** offers the following **WARRANTY** to the ORIGINAL purchaser of a product which we have refurbished.

This product that has been refurbished is warranted against any electronic or mechanical defects for a period of **NINETY DAYS** from the date of the original purchase by the consumer. Since this unit was sold as a refurbished item, the warranty does not apply to any cosmetic appearance items such as scratches. Should a defect occur, the **Refurbished Product Service Center** will repair or, at its option, replace defective unit/parts with new or rebuilt materials without charge for either parts or labor. Replacement unit/parts will be warranted for the remaining portion of the original warranty period.

This warranty does not cover installation or damage from accident, misuse, abuse, improper wiring, incorrect voltage, operating the unit against the instructions in the owner's manual or any product which has been opened, altered, or tampered with.

This warranty does not cover costs for removal and/or installation of the unit for repair. Under no circumstances shall the service center be liable for any special, incidental or consequential damages or for any other expenses incurred by reason of use or sale of this product. This warranty is in lieu of any other warranties expressed or implied warranty of merchantability of fitness for particular use or otherwise.

This warranty gives the consumer specific legal rights and they may also have other rights which vary from State to State. Some States do not follow the exclusion or limitation of incidental or consequential damages, hence the above exclusion and limitations may not apply.

Refurbished Product Service Center
13225 Marquardt Avenue Santa Fe Springs, CA 90670.

WARRANTY REPAIR INFORMATION

If you need service on your unit and this product requires repair during the 90 days warranty period; please go to www.ConsumerServiceRefurbish.com or call the **Refurbished Product Service Center** at 562-948-3531 to obtain the required return authorization (RA) number. Pack the unit properly (the original carton is ideal for this purpose) along with a copy of your purchase receipt and a letter describing the problem. Send the unit freight prepaid and insured to:

Refurbished Product Service Center,

Att: Customer Service Department 13225 Marquardt Avenue Santa Fe Springs, CA 90670

Your unit will be promptly repaired and returned to you.

We will refuse to accept delivery of the returned unit unless the assigned RA number appears on the outside of the shipping carton.

Owner's Information

(Keep for your permanent records)

NAME: _____

ADDRESS: _____

CITY: _____ STATE: _____ ZIP CODE: _____

PHONE: _____ E-MAIL: _____

MODEL: _____ SERIAL NO.: _____

Note: The Quick Guide shows the select accessories that are included with your model.

Accessory type and quantity may vary depending on the model.

The image shown here is for illustrative purposes only and may be subject to change.

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.

NOTE: For proper operation, please ensure that all parts are firmly pressed until **CLICKED** in place.

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

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.

804106740



PRINTED IN MEXICO
SC: 23-08-2022/ TAB / Elbrd:J.E.
OBPN: ICZ362H_IB_E_MP_Mv10_210610
SHNMDL:ICZ362H_B

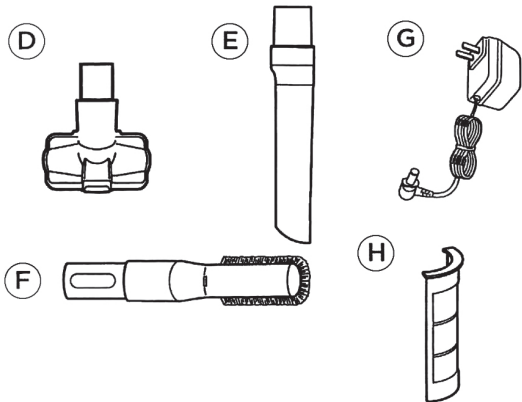
Please be sure to read the enclosed Shark® Owner's Guide prior to using your unit.

QUICK START GUIDE

WHAT'S INSIDE

ASSEMBLY

- (A) Handle & Hose
- (B) Motorized Floor Nozzle
- (C) Wand
- (D) Pet Multi-Tool
- (E) Crevice Tool
- (F) Anti-Allergen Dusting Brush
- (G) Li-Ion Charger
- (H) HEPA Post-Motor Filter (Pre-Installed)

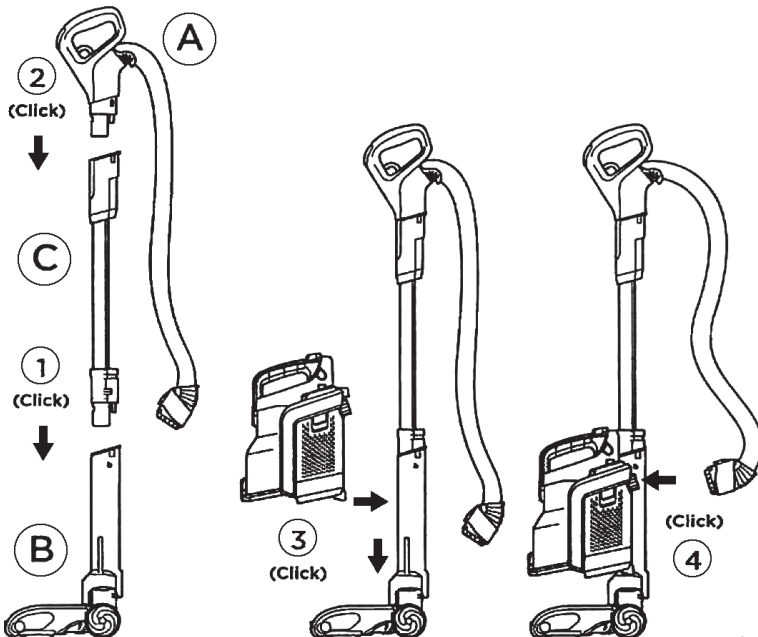


1. Insert the **Wand** into the **Floor Nozzle**.
2. Insert the **Handle** into the wand.
3. Align the bottom of the **Pod** onto the rails on the neck of the floor nozzle. Slide the pod down the rails until it clicks into place.
4. Charge the **Battery** completely before first use. With the handle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

Accessory type and quantity may vary depending on the model.

The image shown here is for illustrative purposes only and may be subject to change.

ASSEMBLY



SUCTION POWER MODES

SUCTION MODE DISPLAY LIGHTS

○○○ Off ●○○ Eco
●●○ Deep Clean *★★ Boost

ECO Mode
Maximum runtime.
Saves battery power.

Deep Clean Mode
Best balance between suction power and optimized runtime.

Boost Mode
Maximum suction. Uses the most battery power.



NOTE: The **Lithium-Ion Power Pack** battery comes partially charged. Charge fully before first use, then run the battery down until it is completely out of power. This will condition the battery so the LED indicators will work properly.

Full charge takes approximately 3.5 hours.

NOTE: For proper operation, please ensure that all parts are firmly pressed until CLICKED in place.

804006740



PRINTED IN MEXICO / SC.20-08-2022
OBPN: N/A / SHNMDL: ICZ362H_B / 0.5P