

Shark VERTEX™

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

HZ2000 Series

OWNER'S GUIDE

duo clean POWERFINS



It's important to read this manual prior to using your new product for the first time.

IMPORTANT SAFETY INSTRUCTIONS

HOUSEHOLD USE ONLY READ ALL INSTRUCTIONS BEFORE USE

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:

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

USE WARNINGS

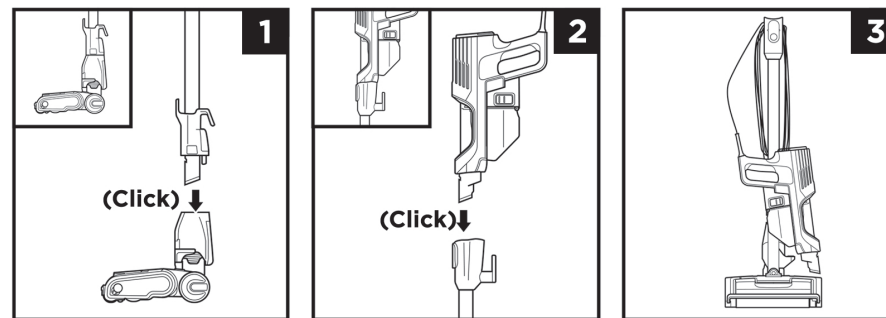
- This appliance can be used by persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Cleaning and user maintenance shall not 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.
- Always turn off the vacuum cleaner before connecting or disconnecting any motorized nozzles or other accessories.
- DO NOT** handle plug or vacuum cleaner with wet hands.
- DO NOT** use without filters in place.
- Only use filters and accessories provided.
- DO NOT** damage the power cord:
 - DO NOT** pull or carry vacuum cleaner by the cord or use the cord as a handle.
 - DO NOT** unplug by pulling on cord. Grasp the plug, not the cord.
 - 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.
- 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 cleaner off and unplug from electrical outlet. Remove all obstructions before you plug in and 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 cleaner 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 cleaner unattended while plugged in.
- When powered on, keep the vacuum cleaner moving over the carpet surface at all times to avoid damaging the carpet fibers.
- DO NOT** place vacuum cleaner on unstable surfaces such as chairs or tables.
- 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.
- DO NOT** use to pick up:
 - Liquids
 - Large objects
 - Hard or sharp objects (glass, nails, screws, or coins)
 - Large quantities of dust (drywall dust, 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, gasoline, 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, gasoline, kerosene, paint, paint thinners, mothproofing substances, or flammable dust)
- Turn off all controls before plugging in or unplugging the vacuum.
- Unplug from electrical outlet when not in use and before any maintenance or cleaning.
- Hand wash with water only. Washing with cleaning chemicals could damage the unit.
- 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.
- Make sure the dust cup and all filters are in place after routine maintenance.
- If provided, secure the power cord around the two cord hooks during storage.

TECHNICAL SPECIFICATIONS

Voltage: 120V~, 60Hz

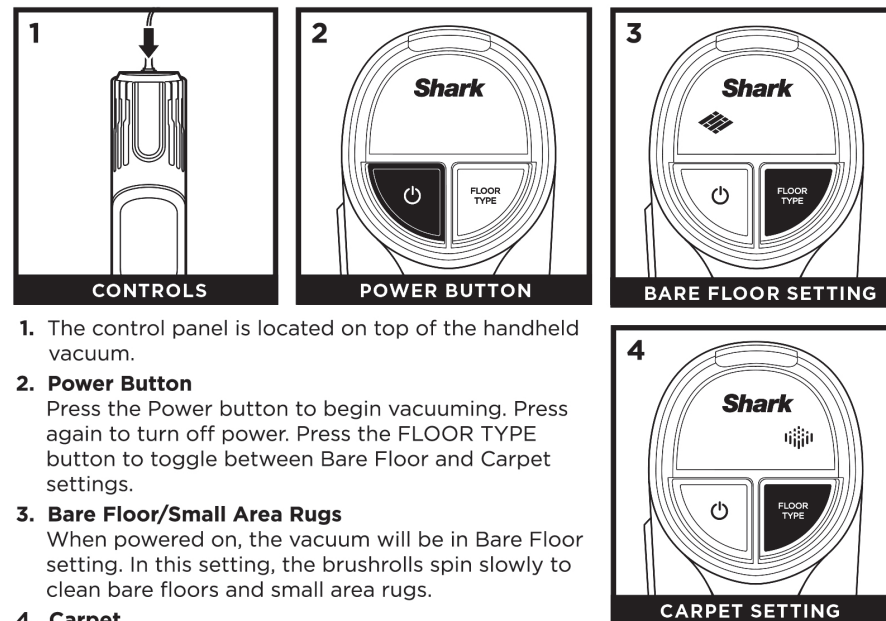
ASSEMBLY



- Insert **Wand** into **Floor Nozzle**.
- Insert **Handheld Vacuum** into wand.
- For compact storage, hang the handheld vacuum from the **Storage Hook** on the wand.

NOTE: Accessories may vary depending on the model. Refer to quick guide, if available. The images shown here are for illustrative purposes only and may be subject to change.

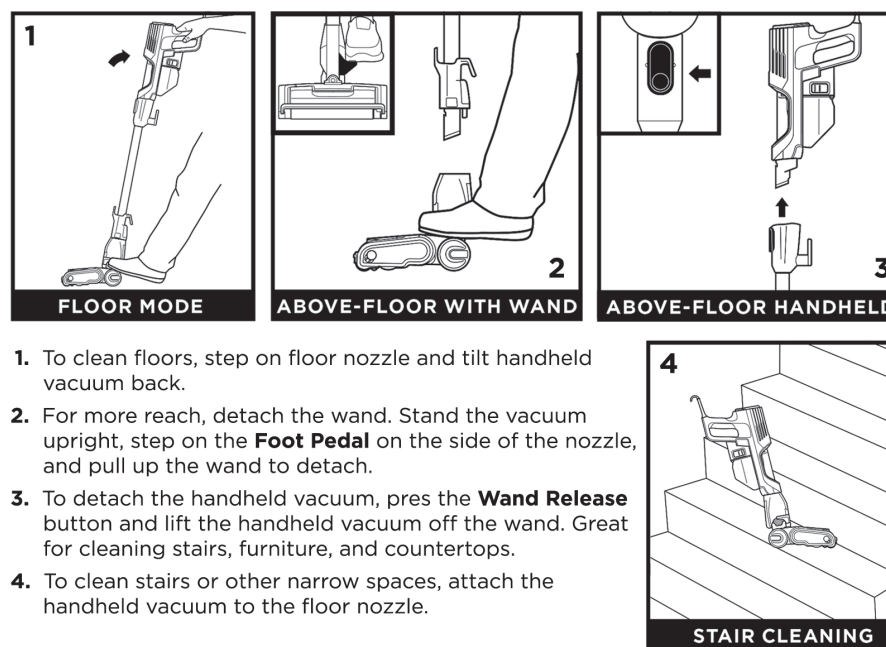
SETTINGS



- The control panel is located on top of the handheld vacuum.
- Power Button**
Press the Power button to begin vacuuming. Press again to turn off power. Press the FLOOR TYPE button to toggle between Bare Floor and Carpet settings.
- Bare Floor/Small Area Rugs**
When powered on, the vacuum will be in Bare Floor setting. In this setting, the brushrolls spin slowly to clean bare floors and small area rugs.
- Carpet**
Press the FLOOR TYPE button to switch to Carpet setting. The brushrolls spin faster to pick up debris below the surface of your carpets.

NOTE: Use the floor selector to toggle between Bare Floor and Carpet settings.
NOTE: For deep cleaning per ASTM F 608 (embedded dirt in carpets) please use the Carpet setting.
NOTE: Select Carpet for stuck-on dust and debris.

CLEANING MODES

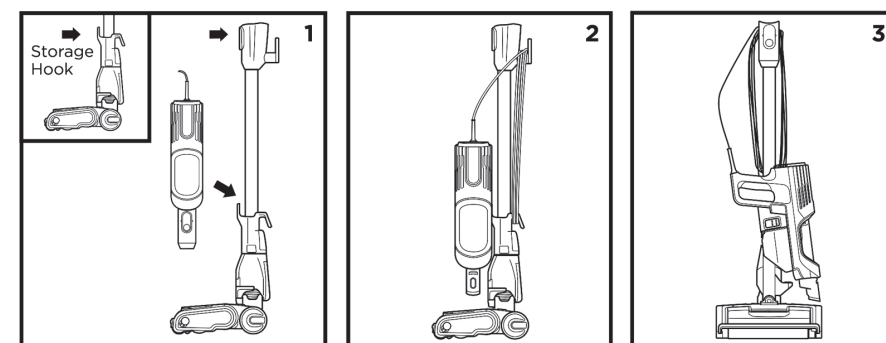


- To clean floors, step on floor nozzle and tilt handheld vacuum back.
- For more reach, detach the wand. Stand the vacuum upright, step on the **Foot Pedal** on the side of the nozzle, and pull up the wand to detach.
- To detach the handheld vacuum, press the **Wand Release** button and lift the handheld vacuum off the wand. Great for cleaning stairs, furniture, and countertops.
- To clean stairs or other narrow spaces, attach the handheld vacuum to the floor nozzle.

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

STORAGE MODE

HANDHELD STORAGE HOOK



- Press the **Wand Release** button near the top of the wand to detach the handheld vacuum. Align the **Catch** on the side of the handheld vacuum with the **Storage Hook** on the wand, then hang the handheld vacuum from the hook.
- Wrap the cord around the two cord hooks. Start with the top hook, and leave a little slack in the cord.

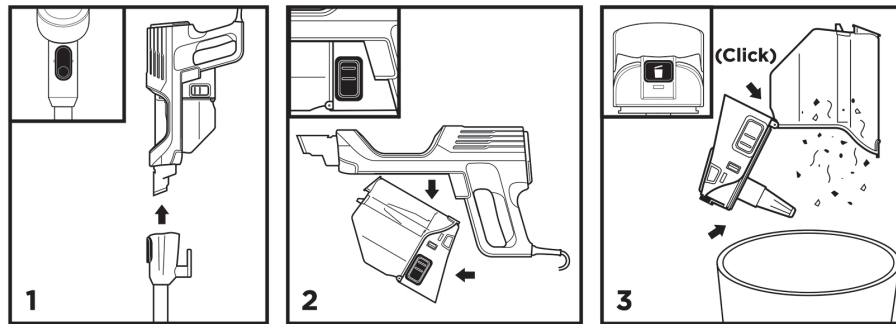
SAVE THESE INSTRUCTIONS

MAINTENANCE

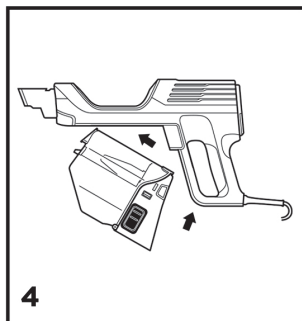
IMPORTANT: Unplug the vacuum before performing any maintenance.

EMPTYING THE DUST CUP

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



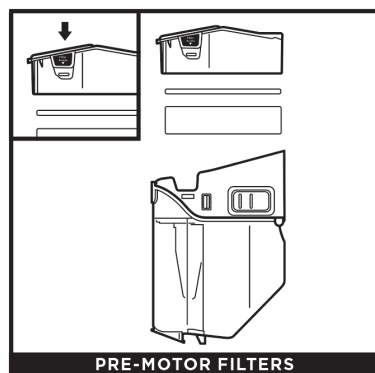
1. Press the **Wand Release** button and lift off the handheld vacuum.
2. To remove the dust cup from the handheld vacuum, press the two **Dust Cup Release** buttons at the same time and slide out the dust cup.
3. Hold the dust cup over the trash. Press the **Empty** button and pull open the dust cup lid until it clicks and locks in the open position. Gently tap the cone-shaped screen inside the dust cup to knock dust and debris into the trash.
4. To reinstall, push the lid closed, then insert the front end of the dust cup into the handheld vacuum first, then the back end, until it clicks into place.



CLEANING FILTERS

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

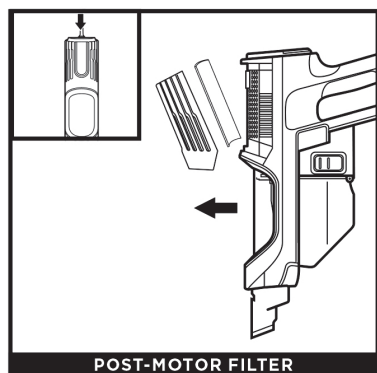
To prevent damage from cleaning chemicals, rinse filters with cold water only. Do not use soap. Allow all filters to air-dry for at least 24 hours before reinstalling them to prevent liquid from being drawn into electronic parts.



PRE-MOTOR FILTERS

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

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



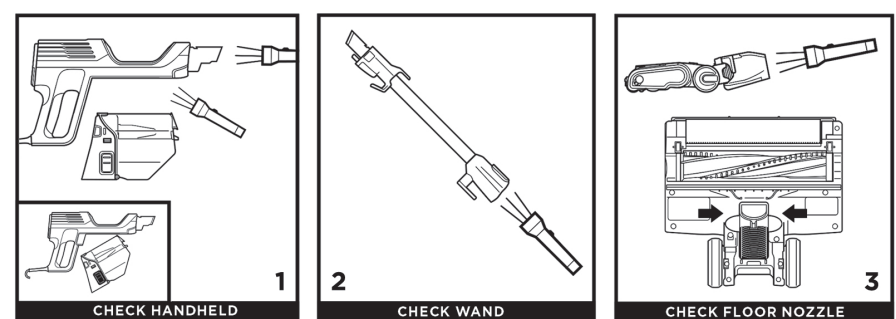
POST-MOTOR FILTER

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

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

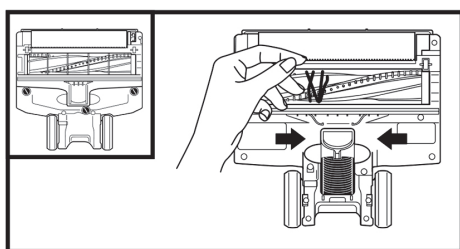
NOTE: The pre-motor filters should be replaced every 2.5 years. The post-motor filter should be replaced every 3 years.

CHECKING FOR BLOCKAGES



1. Remove the handheld vacuum from the wand and check all dust cup intake openings for debris or blockages.
2. Detach the wand and check it for blockages.
3. Detach the wand, then tilt the floor nozzle **Debris Intake** back and check openings for blockages.

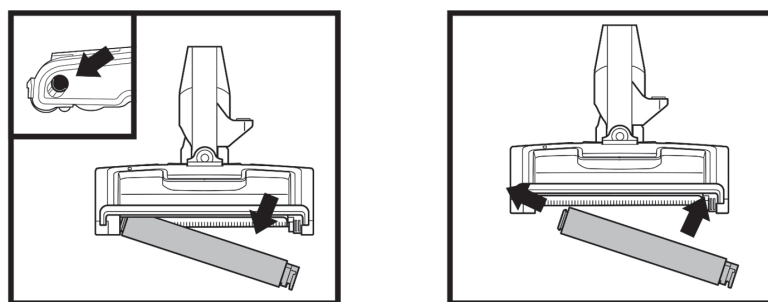
FLOOR NOZZLE MAINTENANCE



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

Check the **Debris Intake** and clear away any dirt or blockages. To close the cover, push down until it clicks into place.

CLEANING THE SOFT ROLLER



- 1 To remove the Soft Roller, slide the **Eject Roller** button on the floor nozzle.
- 2 Tap loose debris off the Soft Roller. Use a dry towel to wipe it clean, and to remove any debris caught in the teeth behind the Soft Roller.
- 3 Hand-wash the Soft Roller as needed. Use only water, and let it air-dry completely for at least 24 hours.
- 4 Reinsert the Soft Roller and press it in until it clicks securely into place.

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

TROUBLESHOOTING

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

- Empty the dust cup. Check filters to see if they need cleaning. Follow instructions for rinsing and completely air-drying the filters before reinstalling them.
- Clear any blockages in the nozzle, wand, handheld vacuum, or accessories. See Checking for Blockages section for more information.
- In other vacuums with the Self-Cleaning Brushroll, we have this copy instead:
- If any string, hair, or carpet fibers remain wrapped around the brushroll after continued use, carefully clear them away.
- Remove any blockages from the Debris Intake in the floor nozzle. Pinch the tabs on the bottom of the nozzle to open the cover, and lift up the intake tube. Clear blockages, then push the tube down and press the nozzle cover closed.

Vacuum lifts area rugs.

- Suction is powerful. Take care when vacuuming area rugs or rugs with delicately sewn edges.
- Turn off the unit to disengage the brushrolls. To restart, press the power button on the handle.

NOTE: During above-floor cleaning, accessories are optimized for different types of debris.

Remove this Vacuum nozzle stops working or the indicator light is red.

- If the brushroll indicator light turns solid red, immediately turn off and unplug the vacuum.
- Disconnect the wand from the floor nozzle and clear any blockages.
- Reconnect the wand, plug in the vacuum, and turn on the power.
- If the brushroll indicator light on the floor nozzle is green, the blockage has been successfully cleared. If the light is still red, please contact a service center.

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

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

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

Vacuum is making a loud noise.

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

For all other issues, call a service center.

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 562-946-3531 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.: _____



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OBPN: HZ2000Series_IB_E_F_S_MP_Mv2_200707
SC: 04-19-2021_TAB MODEL: HZ2002_EGB



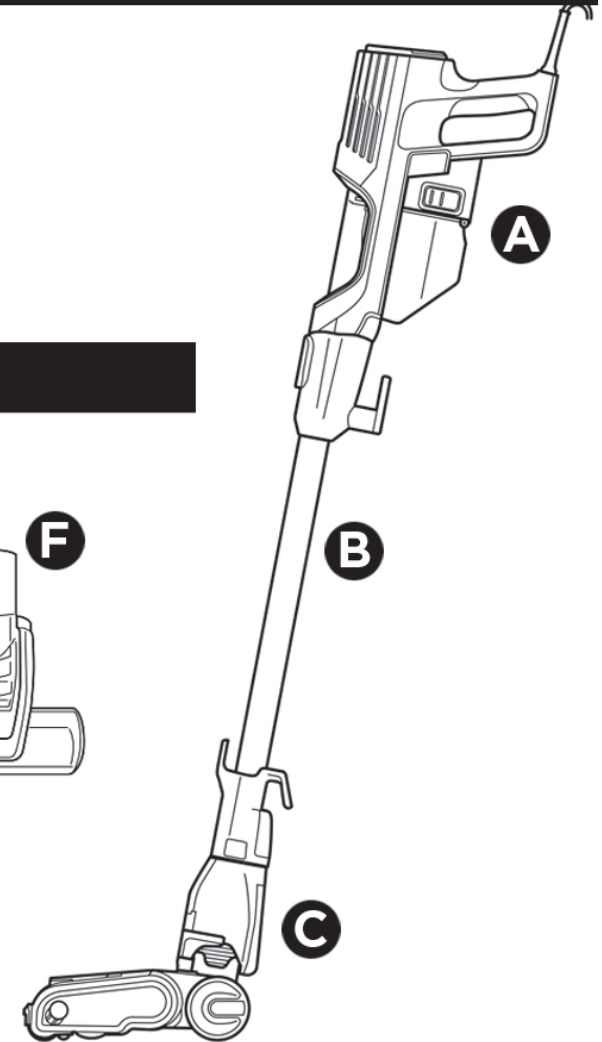
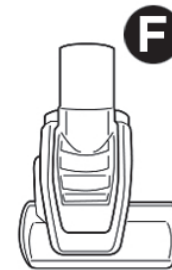
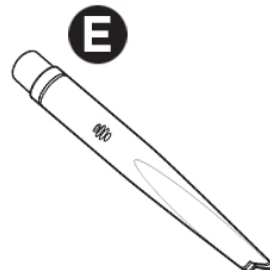
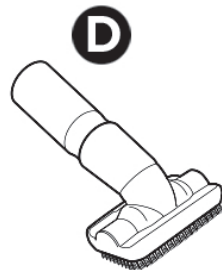
Please be sure to read the enclosed Shark® Owner's Guide prior to using your unit.

Shark

QUICK START GUIDE

WHAT'S INSIDE

- A** Handvac
- B** Wand
- C** Floor Nozzle
- D** Dusting Brush
- E** Crevice Tool
- F** Self-Cleaning Pet Power Brush



NOTE: The images shown here are for illustrative purpose only and may vary.



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