

Shark

UltraLight Pet Corded Stick with Self-Cleaning Brushroll

HZ250 Series

OWNER'S GUIDE

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



804106401

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

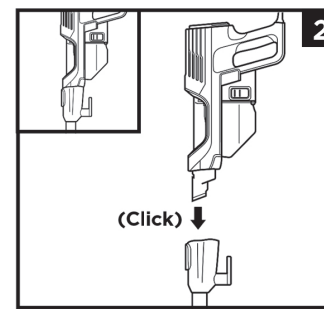
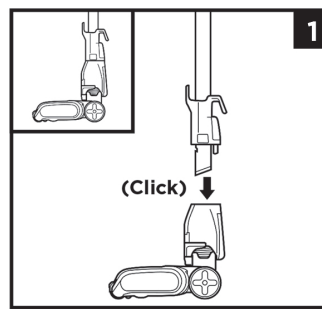
- This appliance can be used by persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Cleaning and user maintenance shall not 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

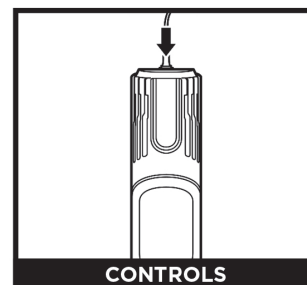


- Insert **Wand** into **Floor Nozzle**.
- Insert **Handheld Vacuum** into wand.

Ensure all connections click securely into place.

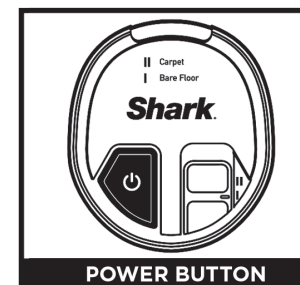
NOTE: Accessories may vary depending on the model. Refer to quick guide, if available. The images shown here are for illustrative purposes only and may be subject to change.

SETTINGS



CONTROLS

The control panel is located on top of the handheld vacuum.



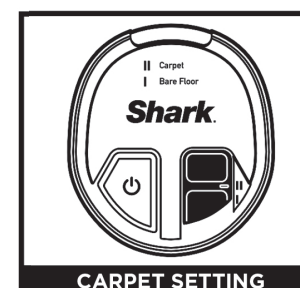
POWER BUTTON

Power Button
Press the Power button to begin vacuuming. Press again to turn off power.



BARE FLOOR SETTING

Bare Floor/Small Area Rugs
In the Bare Floor/Small Area Rug setting, the brushrolls spin slowly to clean bare floors and small area rugs.



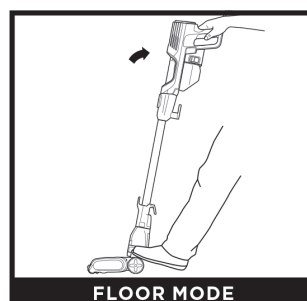
CARPET SETTING

Carpet
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.

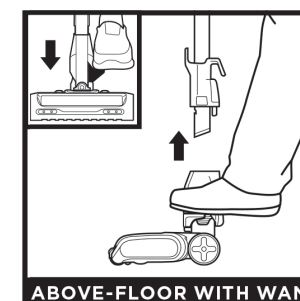
NOTE: For deep cleaning per ASTM F 608 (embedded dirt in carpets) please use the Carpet setting.

CLEANING MODES



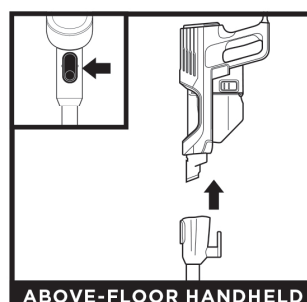
FLOOR MODE

To clean floors, step on floor nozzle and tilt handheld vacuum back. Select the desired floor mode for cleaning.



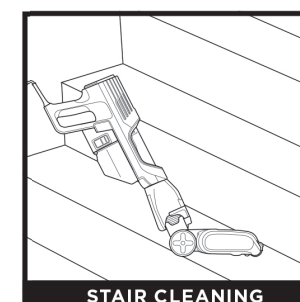
ABOVE-FLOOR WITH WAND

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.



ABOVE-FLOOR HANDHELD

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.



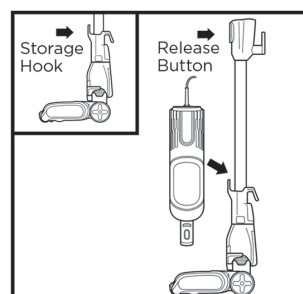
STAIR CLEANING

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.

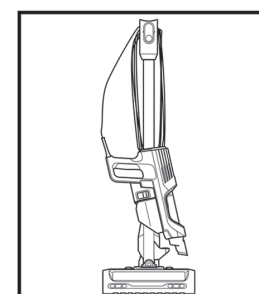
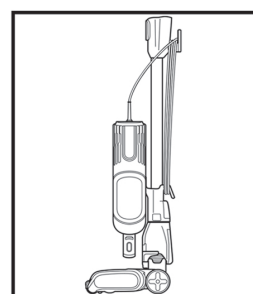
STORAGE MODE

HANDHELD STORAGE HOOK



Storage Hook

Release Button



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.

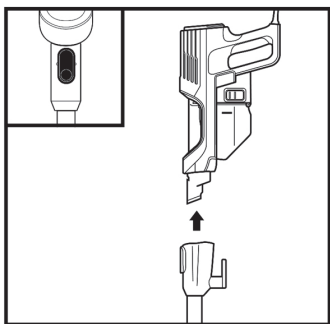
SAVE THESE INSTRUCTIONS

MAINTENANCE

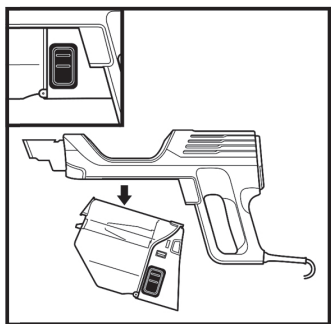
IMPORTANT: Unplug the vacuum before performing any maintenance.

EMPTYING THE DUST CUP

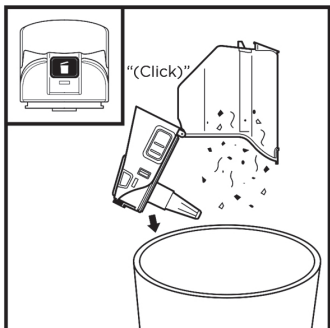
Empty the dust cup each time you vacuum and periodically during cleaning, when debris in the dust cup reaches the MAX fill line.



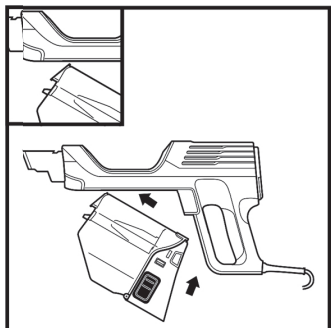
Press the wand release button and lift the handheld vacuum. Remove the dust cup and check all intake openings for blockages.



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.



Hold the dust cup over the trash. Press the **empty** button and pull the dust cup open until it clicks and locks. To remove debris from the conical metal screen, tap the dust cup downward inside the trash.

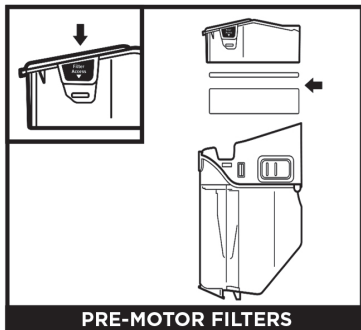


Push the dust cup closed. Reinstall it in the handheld vacuum by inserting the front end first, then the back until it clicks into place.

CLEANING FILTERS

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

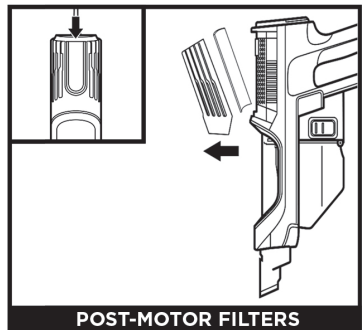
To prevent damage from cleaning chemicals, rinse filters with cold water only. Do not use soap. Allow all filters to air-dry for at least 24 hours before reinstalling them to prevent liquid from being drawn into electronic parts.



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 FILTERS

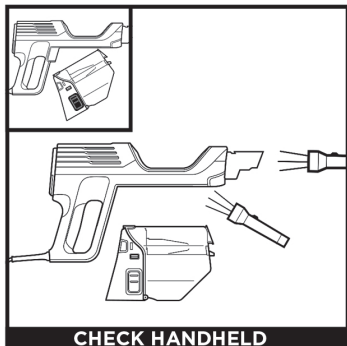
Remove the filter cover on the top of the handheld vacuum to access the post-motor filter. To insert the filter cover, lead with the bottom and press the top into the handheld until it clicks into place.

The **Post-Motor Filter** should be washed once every 12 months.

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

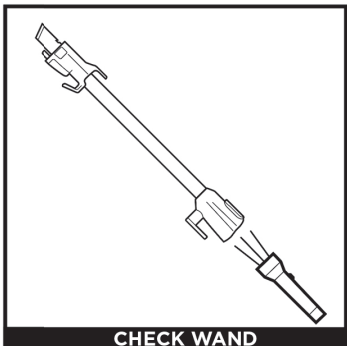
CHECKING FOR BLOCKAGES

If there is an unusual loud noise and loss of suction. Check for blockages in your vacuum.



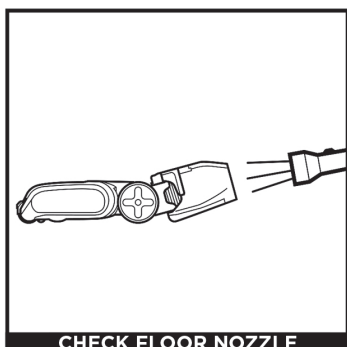
CHECK HANDHELD

Remove the handheld vacuum from the wand and check all dust cup intake openings for debris or blockages.



CHECK WAND

Detach the wand and check it for blockages.



CHECK FLOOR NOZZLE

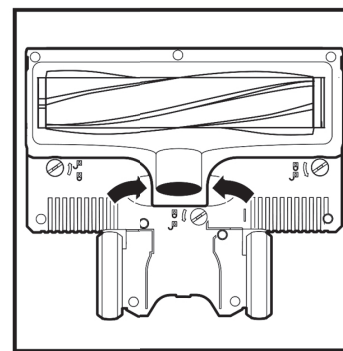
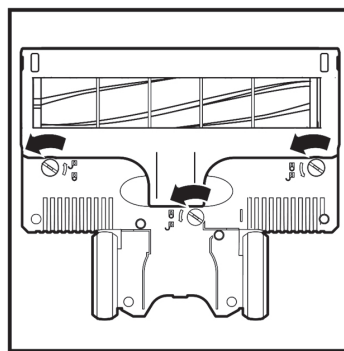
Detach the wand from the floor nozzle and set aside.

Tilt the floor nozzle tube back and check openings for blockages.

Remove any blockages or debris from the floor nozzle debris intake.

(See Floor Nozzle Maintenance section to check underneath the nozzle.)

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, remove the brushroll cover from the bottom of the nozzle and carefully remove the hair.

To open the cover, use a coin to turn the locks counterclockwise. Lift off the cover and remove any debris or hair wrap. Check the **Debris Intake** and clear away any dirt or blockages.

To close the cover, push down until it clicks into place, then turn the locks clockwise until closed.

For all other issues, call a service center.

TROUBLESHOOTING

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

- Empty the dust cup and clear the conical metal fluff screen. Check filters to see if they need cleaning. Follow instructions for rinsing and completely air-drying the filters before reinstalling them.
- Check floor nozzle for blockages; clear blockages if required. (See Checking for Blockages instructions.)
- Remove any string, carpet fibers, or hair that may be wrapped around the brushroll.
- Ensure the brushroll cover is locked in place. First, turn the nozzle upside down. Using a coin, turn the three locks counterclockwise. Push down on both sides of the cover until it clicks securely into place, then turn locks clockwise to close.

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.

Brushrolls do not spin.

- Sometimes going over thick carpet may cause the brushroll to stop. Try turning off and turning on the vacuum off the carpet to see to restart the floor nozzle.
- If the brushroll indicator light turns solid red or flashes 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 vacuum off and unplug it.
2. Empty dust cup and clean filters (see Emptying the Dust Cup section).
3. Disassemble the entire vacuum.
4. Check for blockages in wand, floor nozzle, handheld vacuum, inlet openings, and accessories.
5. Reassemble the entire vacuum and ensure all parts click into place.
6. Allow unit to cool for a minimum of 60 minutes.
7. Plug in vacuum and turn it on.

Vacuum is making a loud noise.

If you run over a hard or sharp object or notice a noise change while vacuuming, check for blockages or objects caught behind the brushroll. (Refer to Maintenance section for more information.)

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.: _____



PRINTED IN MEXICO
OBPN: HZ250_Series_IB_EN_MP_Mv3_200607
SC: 03-02-2021_TAB

Elbrd: Y.T.
MODEL: HZ251_B



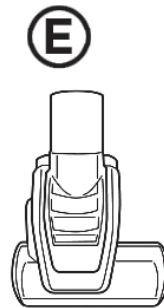
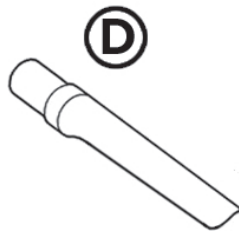
Please be sure to read the enclosed Shark® Owner's Guide prior to using your unit.

Shark

QUICK START GUIDE

WHAT'S INSIDE

- (A)** Handheld Vacuum
- (B)** Wand
- (C)** Floor Nozzle
- (D)** Crevice Tool
- (E)** Pet Power Brush

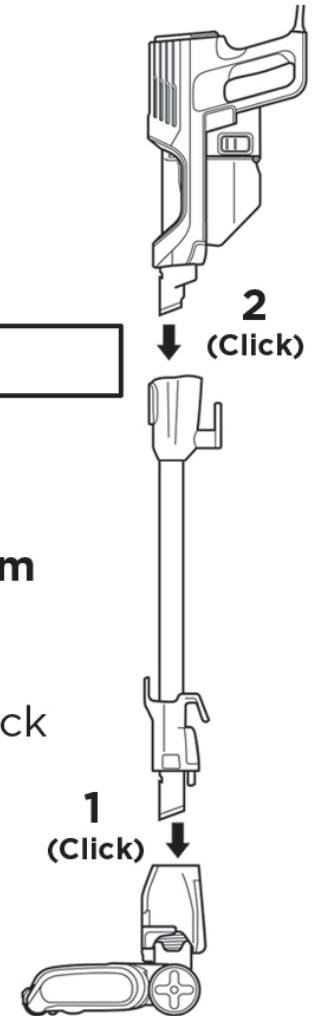


NOTE: The images shown here are for illustrative purpose only and may vary.

ASSEMBLY

1. Insert **Wand** into **Floor Nozzle**
2. Insert **Handheld Vacuum** into wand.

Ensure all connections click securely into place.



Elbrd: M. C.

OBPN: N/A

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