

Shark

duo clean

Powered Lift-Away®

INSTRUCTIONS

NV830

Series

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

IMPORTANT SAFETY INSTRUCTIONS

FOR HOUSEHOLD USE ONLY • PLEASE READ CAREFULLY BEFORE USE

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.

THE POWER NOZZLE, WAND, HOSE AND HANDLE CONTAIN ELECTRICAL CONNECTIONS AND WIRES:

- These are **NOT** serviceable parts.
- **DO NOT** vacuum any liquids.
- **DO NOT** immerse in water.
- **DO NOT** use if handle, wand, or hose are damaged, cut, or punctured.
- Avoid picking up sharp objects.
- **ALWAYS** turn off this appliance before connecting or disconnecting either hose or motorized nozzle.

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

- 1 Inspect power cord and plug for any damage before use. **DO NOT** use vacuum cleaner with a damaged cord or plug. Turn off all controls before plugging in or unplugging the vacuum cleaner. Store your vacuum cleaner with the power cord secured around the two cord hooks.
- 2 **DO NOT** use outdoors or on wet surfaces. Use only on dry surfaces.
- 3 Unplug from electrical outlet when not in use and before servicing.
- 4 Brushrolls may start unexpectedly. Unplug before cleaning or servicing.
- 5 If vacuum cleaner is not working as it should, or has been dropped, damaged, left outdoors, or immersed in water, call a service center.
- 6 **DO NOT** pull or carry vacuum cleaner by the cord or use the cord as a handle.
- 7 **DO NOT** unplug by pulling on cord. Grasp the plug, **NOT** the cord.
- 8 **DO NOT** handle plug or vacuum cleaner with wet hands.
- 9 **DO NOT** run the vacuum cleaner over the power cord, close a door on the cord, or pull the cord around sharp corners.
- 10 The use of an extension cord is **NOT** recommended.
- 11 **DO NOT** leave vacuum cleaner unattended when plugged in.
- 12 Keep cord away from heated surfaces.

GENERAL USE

- 13 Use only as described in this manual.
- 14 Keep your work area well lit.
- 15 Keep the vacuum cleaner moving over the carpet surface at all times to avoid damaging the carpet fibers.
- 16 **DO NOT** place vacuum cleaner on unstable surfaces such as chairs or tables.
- 17 **DO NOT** put any objects into openings. **DO NOT** use with any opening blocked; keep free of dust, lint, hair, and anything that may reduce airflow.

- 18 **DO NOT** allow young children to operate the appliance or use as a toy. Close supervision is necessary when any appliance is used near children.
- 19 **DO NOT** use unless brushroll, Soft Roller, dust cup, and all filters are in place.

DUST CUP/FILTERS/ACCESSORIES

Before turning on the vacuum:

- 20 Make sure that all filters are thoroughly dry after routine cleaning. **DO NOT** use without dust cup and/or filters in place.
- 21 Make sure accessories are free of blockages.
- 22 Only use Shark®-brand filters and accessories. Using other brands will void warranty.

HOSE ATTACHMENTS

- 23 **DO NOT** use if 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 turn on the unit again.
- 24 Keep the end of the hose and accessory openings away from face and body.
- 25 Keep hair, loose clothing, fingers, and all parts of body away from openings and moving parts.
- 26 Only use manufacturer's recommended attachments.

GENERAL CLEANING

- 27 **DO NOT** vacuum up large objects.
- 28 **DO NOT** vacuum up hard or sharp objects such as glass, nails, screws, or coins that could damage the vacuum cleaner.
- 29 **DO NOT** vacuum up drywall dust, fireplace ash, or embers. **DO NOT** use as an attachment to power tools for dust collection.
- 30 **DO NOT** vacuum up smoking or burning objects such as hot coals, cigarette butts, or matches.
- 31 **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.
- 32 **DO NOT** vacuum up toxic solutions (e.g., chlorine bleach, ammonia, or drain cleaner).
- 33 **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.
- 34 **DO NOT** vacuum up any liquids.
- 35 **DO NOT** immerse vacuum cleaner in water or other liquids.
- 36 Use extra care when cleaning on stairs.

POLARIZED PLUG

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.

TECHNICAL SPECIFICATIONS

Voltage: 120V., 60Hz
Amps: 9.5A

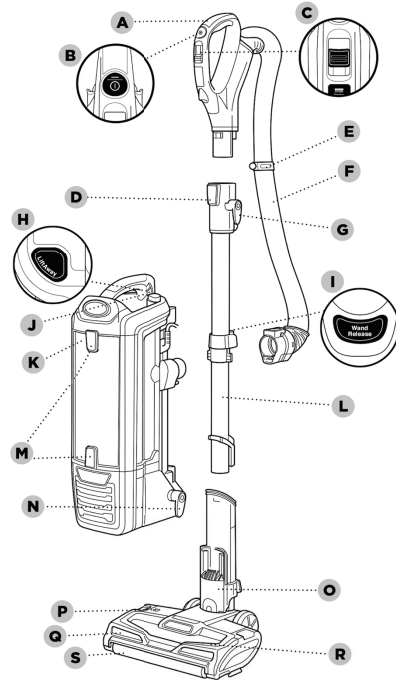
GETTING TO KNOW YOUR SHARK® DUOCLEAN™ POWERED LIFT-AWAY®

WELCOME!

Congratulations on your purchase. Use this instruction manual to learn about your new vacuum's great features. From assembly to use to maintenance, you will find it all in here.

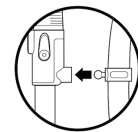
MAIN UNIT

- A Handle
- B Power Button
- C Surface Selector
- D Handle Release Button
- E Hose Clip
- F Hose
- G Upper Cord Hook
- H Lift-Away Button
- I Wand Release Button
- J Dust Cup Release Latch
- K Lift-Away® Pod
- L Wand
- M Dust Cup Empty Latches
- N Lower Cord Hook
- O Motorized Floor Nozzle
- P Brushroll Indicator Light
- Q Headlights
- R Brushroll Garage
- S Soft Roller

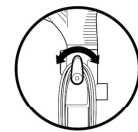


ASSEMBLING YOUR VACUUM

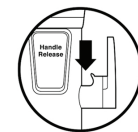
TIP: Push hose clip into back of wand for convenience.



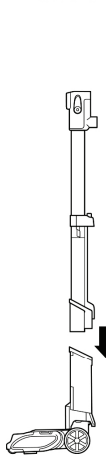
TIP: For quick cord access, rotate upper hook down and remove cord.



TIP: Use cord clip located on the side of wand to hold cord in place while vacuuming.

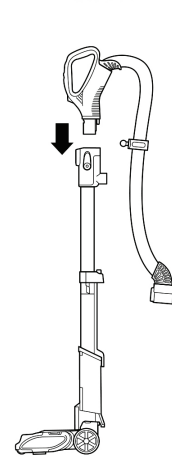


STEP 1



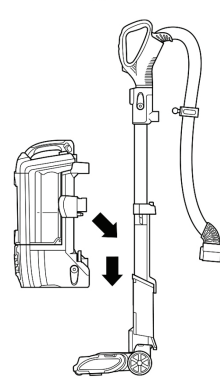
- 1 Place motorized floor nozzle on floor and insert wand, pressing it in until it clicks securely into place.

STEP 2



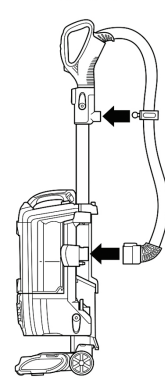
- 2 Insert handle into wand, pressing it in until it clicks securely into place.

STEP 3



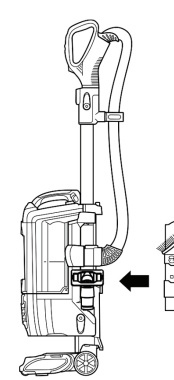
- 3 Place pod onto wand and slide down to connect.

STEP 4



- 4 Connect hose into back of pod, pressing it in until it clicks securely into place.

STEP 5



- 5 Store included accessories on the accessory posts on the pod.

USING YOUR VACUUM IN UPRIGHT MODE

WHAT DOES THE BRUSHROLL INDICATOR LIGHT MEAN?

Solid Green
The brushrolls are on and working as they should.

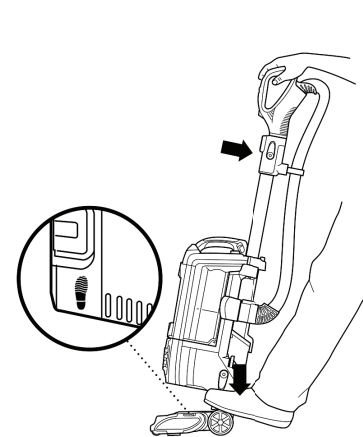
Solid Red
There is a jam in the brushroll and/or Soft Roller area. Turn your vacuum off and remove any blockages in the nozzle.

Flashing Red*
The motorized floor nozzle is overheating. Turn your vacuum off and wait for it to cool down.

No Light
The brushrolls are off because the vacuum is off.

*See Troubleshooting section for further instructions.

STEP 1



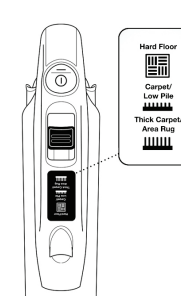
- 1 Plug power cord into outlet. Place foot on floor nozzle and tilt handle back.

STEP 2



- 2 To start cleaning, press power button to turn on vacuum. Please note the brushrolls will not spin unless the wand is reclined.

STEP 3



- 3 Choose the appropriate setting.

Thick Carpet & Area Rug Cleaning
Set floor selector to Thick Carpet/Area Rug.

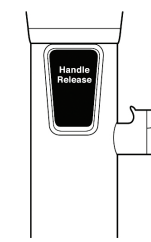
Carpet & Low Pile Cleaning
Set floor selector to Carpet/Low Pile. This increases the speed of your brushrolls and can be used to help remove stuck-on dust and debris.

Hard Floor Cleaning
Set floor selector to Hard Floor.

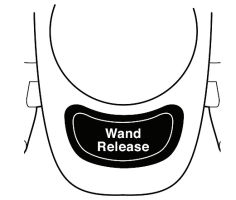
NOTE: For deep cleaning per ASTM F 608 (embedded dirt in carpets) please set to Carpet/Low Pile.

USING YOUR VACUUM IN ABOVE-FLOOR MODE

STEP 1



OR



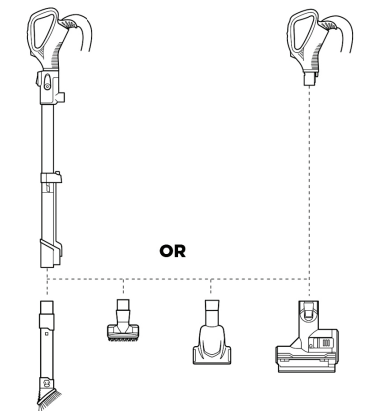
OR

To clean with a longer reach, detach the wand from the floor nozzle by pressing the Wand Release button.

- 1 To clean above-floor areas with the handle, detach it from the wand by pressing the Handle Release button.

STEP 2

- 2 Attach desired tool directly onto wand or handle.



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.

USING YOUR VACUUM IN POWERED LIFT-AWAY® MODE

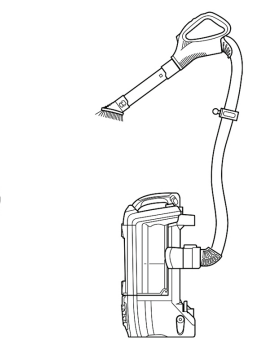
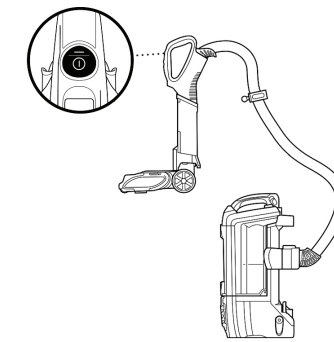
WARNING: Ensure solid footing when using in Lift-Away® mode. Using vacuum when you don't have stable footing may result in personal injury.

WHAT IS POWERED LIFT-AWAY?

Our Powered Lift-Away feature allows you to remove the pod from the nozzle while maintaining the same power you have in upright mode. This is great for cleaning stairs, under furniture, and in other tight spaces.

POWERED LIFT-AWAY CLEANING

- 1 Press Lift-Away button to lift pod off floor nozzle. You are now ready to clean those hard-to-reach places.



- 2 For a convenient way to clean stairs, detach wand and handle, then insert handle into motorized floor nozzle.

LIFT-AWAY® CLEANING

- 1 Attach desired accessory directly to handle. You can also attach the accessory to the wand for extended reach.

SAVE THESE INSTRUCTIONS

COMPATIBLE ACCESSORIES

There are a variety of accessories that are compatible with this vacuum series.

A Mini Motorized Brush

Picks up pet hair and loose debris, and powerfully deep cleans dander out of upholstery and out of upholstery and other surfaces.

B Pet Power Brush

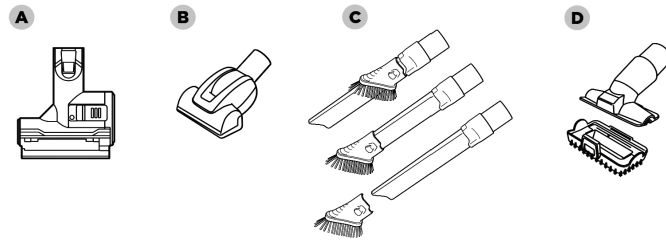
Designed to remove pet hair and ground-in dirt from carpeted stairs and upholstery.

C Duster Crevice

Two cleaning tools in one—the crevice tool gives you extended cleaning reach for small spaces, while the soft dusting brush cleans a multitude of surfaces.

D Pet Multi-Tool

Two tools for cleaning tough pet messes: first, a stiff bristle brush for cleaning stuck-on debris. Then remove the bristles to reveal an upholstery tool for



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.

MAINTENANCE

To keep your vacuum's suction power optimal, follow these instructions. Make sure unit is off and cord is unplugged.

WARNING: Brushrolls may start unexpectedly. Unplug before cleaning or servicing.

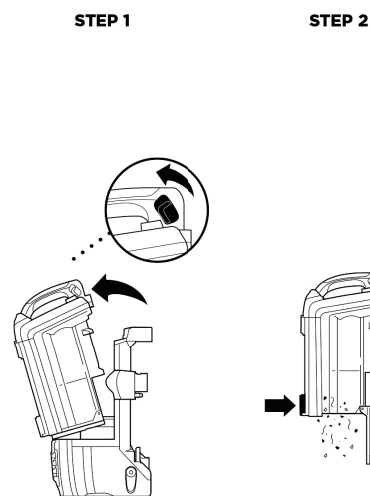
Hand wash only with water to prevent damage from cleaning chemicals. Allow ALL filters to air-dry completely before replacing them in the vacuum to prevent liquid from being drawn into electric parts.

IMPORTANT: DO NOT use soap when cleaning the filters.

RECOMMENDED FILTER CLEANING SCHEDULE:

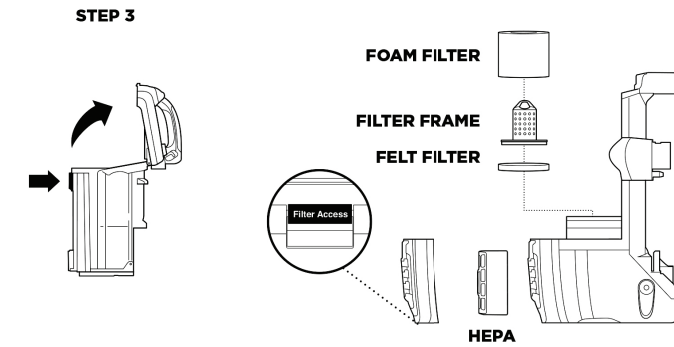
Pre-Motor Filter Kit (Foam & Felt)
Clean every 3 months.

Post-Motor Filter (HEPA)
Clean once a year.



EMPTYING THE DUST CUP

- 1 Pull up on Dust Cup Release Latch and lift dust cup off pod.
- 2 Hold dust cup over a trash bin and press the latch on the bottom of the dust cup to empty it.



- 3 Press the release latch on top of dust cup to access dust screen and remove built-up debris as required.

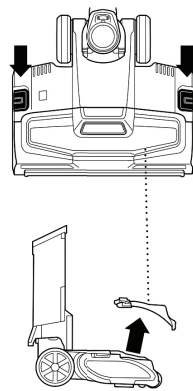
CLEANING THE FILTERS

1 Pre-Motor (foam and felt): With the dust cup removed, take out the foam and felt filters, and rinse with water. Tap loose dirt off filters between washes as needed.

2 Post-Motor (HEPA): To access the HEPA filter, reach under the grill, press the button, and pull the grill away from the vacuum. Remove and rinse the HEPA filter.

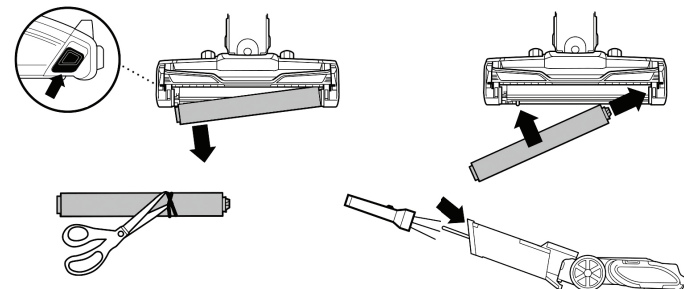
WARNING: Brushrolls may start unexpectedly. Unplug before cleaning or servicing.

TIP: You can also check for blockages in the hose and tubes. Just remove the floor nozzle, dust cup, and hose, and shine a flashlight in the openings.



CLEANING THE BRUSHROLL

- 1 Press down on the two buttons on the floor nozzle to pop up the brushroll garage lid.
- 2 Remove any string, carpet fibers, or hair that may be wrapped around the brushroll. To loosen debris, run scissors along the groove in the brushroll.



CLEANING THE SOFT ROLLER

- 1 Slide the Soft Roller Access Button up to remove the Soft Roller.
- 2 Use scissors to remove any string, carpet fibers or hair that may be wrapped around the Soft Roller. You can also tap loose debris off the Soft Roller, or wipe it clean with a dry towel. If you see any fibers or hair buildup in the teeth behind the Soft Roller, take a dry towel and wipe it away.
- 3 Wash the Soft Roller as needed. Use only water, and let air-dry completely for at least 24 hours.

4 Reinsert the Soft Roller by sliding it into the front of the nozzle until it clicks into place.

CHECKING THE NOZZLE FOR BLOCKAGES

- 1 Tilt neck of nozzle back to straighten the airway, then remove any blockages from nozzle.

TROUBLESHOOTING GUIDE

WARNING: To reduce the risk of shock and unintended operation, turn off power and unplug unit before servicing.

This vacuum nozzle is specifically designed to pull in all types of debris and therefore can give the feeling of being self-propelled, especially on short carpets. If you'd like to feel less pull forward when using, you can change the handle mode setting from Carpet/Low Pile to either Hard Floor (for slower brush speed) or Thick Carpet/Area Rug (for less suction).

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

- Check filters to see if they need cleaning. Follow instructions for rinsing and drying the filters before reinserting in the vacuum.
- Dust cup may be full; empty dust cup.
- Check hose, connections, wand, nozzle, and accessories for blockages; clear blockages if required.
- Remove any string, carpet fibers, or hair that may be wrapped around the brushrolls.

Vacuum lifts area rugs.

- Turn off unit to disengage the brushrolls. Be sure to select Thick Carpet/Area Rug setting.
- Suction is powerful. Take care when vacuuming area rugs or rugs with delicately sewn edges.

Brushroll and/or Soft Roller does not spin or the Brushroll Indicator Light turns red.

- Turn off vacuum, and move it away from any obstruction. Turn on vacuum and tilt handle back to activate brushroll.
- If Brushroll Indicator Light on floor nozzle remains red, turn off vacuum and unplug. Disconnect nozzle and remove any blockages. Make sure brushroll garage lid is firmly locked into position on both sides. Plug in vacuum, turn on power, and tilt handle back to activate brushroll. If Brushroll Indicator Light isn't green and headlights are flashing, check again that both sides of lid are locked in place.
- If Brushroll Indicator Light is still red, please contact a service center.

The Brushroll Indicator Light on the floor nozzle doesn't light up (either green or red) when you tilt the handle back.

- Turn off the unit. Move the handle back up into the upright lock position and unplug the vacuum. Make sure the brushroll garage lid is firmly locked into position on both sides. Plug in the vacuum and turn on power, then tilt handle back to activate brushroll. If the Brushroll Indicator Light on the floor nozzle turns green, the issue has been fixed.
- If Brushroll Indicator Light is still red, please contact a service center.

Vacuum turns off on its own or Brushroll Indicator Light flashes red.

- This vacuum is equipped with a motor-protective thermostat. If your vacuum overheats, the thermostat will automatically turn the suction motor off. Perform the following steps to reset the thermostat:
 1. Turn vacuum off and unplug it.
 2. Empty dust cup and clean filters (see Maintenance section).
 3. Check for blockages in hose, accessories, and inlet openings.
 4. Allow unit to cool for a minimum of 45 minutes.
 5. Plug in vacuum and turn it on.
- If hose is not fully connected to the pod, it can cause a poor electrical connection and the hose can come loose, turning the vacuum off.
 1. Turn vacuum off and unplug it.
 2. Empty dust cup and clean filters.
 3. Check for blockages in hose, accessories, and inlet openings.
 4. Remove cord from cord hook so hose latch can be seen and engaged.
 5. Ensure that hose, wand, and handle are all clicked securely into place at all connection points:
 - a. Where hose meets back of pod (may require additional force; pull on hose to ensure latch is fully engaged)
 - b. Where wand plugs into floor nozzle
 - c. Where handle plugs into wand
 6. Plug in vacuum and turn it on.

Note: If vacuum still does not run properly, please contact a service center.

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.: _____

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.

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.

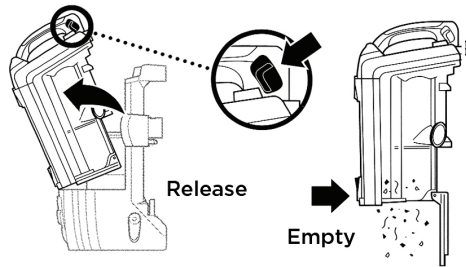
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For SharkNinja U.S. Patent informations visit sharkninja.com/USPatents

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OBPN: NV830_Series_IB_E_170704_MP
SC: 01-25-2019_TAB MODEL: NV831_B

MAINTENANCE

Empty dust cup after each use



FILTER MAINTENANCE:

Wash filters to keep the suction strong. Rinse filters and allow to air-dry completely. Tap loose dirt from foam filters as needed between washes.

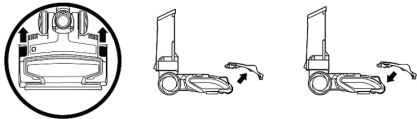
Brushroll Maintenance

Remove any string, hair, or debris that may be wrapped around the brushroll by running scissors along the guide on the brushroll.



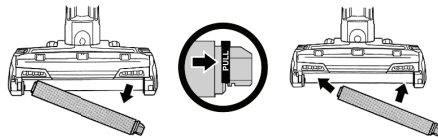
Easy access to your brushrolls.

Open the brushroll garage by sliding back the release buttons. To close, insert the tabs on the lid into the slots on the nozzle, then press down both sides. If the lid isn't completely closed, the headlights will flash.



Soft Roller Maintenance

Lift out the Soft Roller by pulling the tab on the right side. Clear away any debris, then slide the Soft Roller back into place.



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

duo clean™

Shark®

POWERED LIFT-AWAY®

QUICK START GUIDE



NV831

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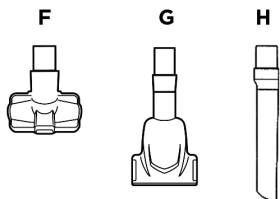
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OBPN: NV831_170809 Cmbó_CreviceTool
SC: 04-04-2019_2P MODEL: NV831_B

Use this Quick Start Guide to learn about your new vacuum's great features.

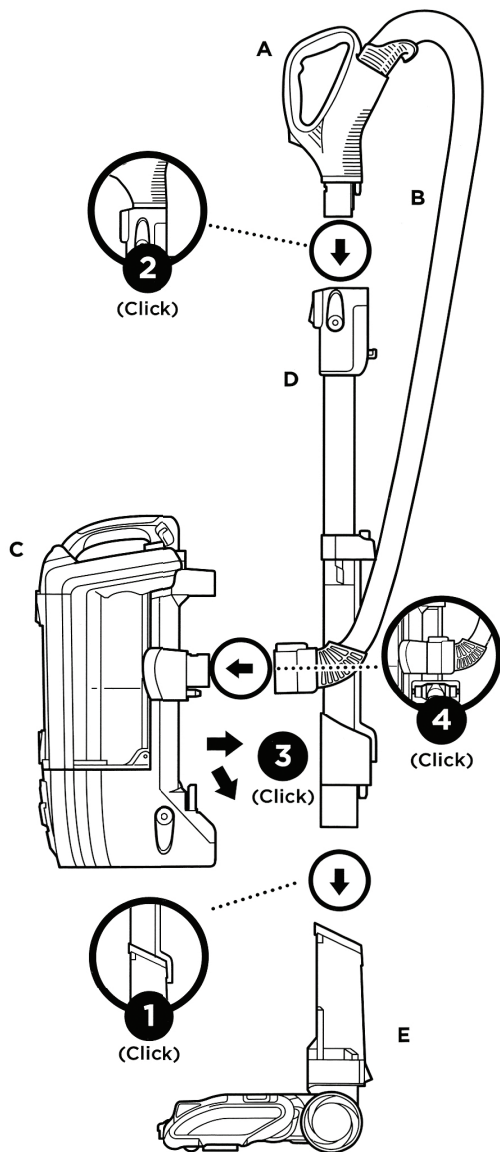
WHAT'S INSIDE:

- A** Handle
- B** Hose
- C** Vacuum Pod
- D** Wand
- E** Motorized Floor Nozzle
- F** Pet Multi-Tool
- G** Pet Power Brush
- H** Crevice Tool



1. Insert wand into floor nozzle.
2. Insert handle into wand.
3. Place pod onto wand.
Slide down to connect.
4. Press hose into back of pod.

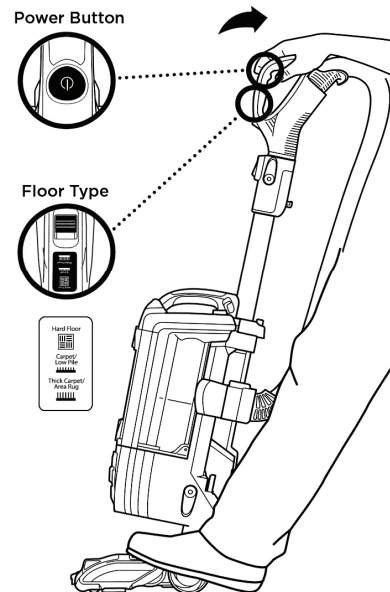
ASSEMBLY



VERSATILE FLOOR-TO-CEILING CLEANING

UPRIGHT MODE

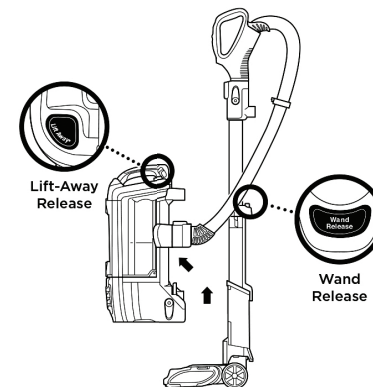
Use for carpet and hard-floor cleaning



Place foot on floor nozzle and tilt handle back.
Choose appropriate floor setting and press power button.

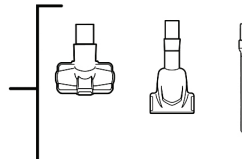
LIFT-AWAY® MODE

Use for portable cleaning on stairs or above-floor areas

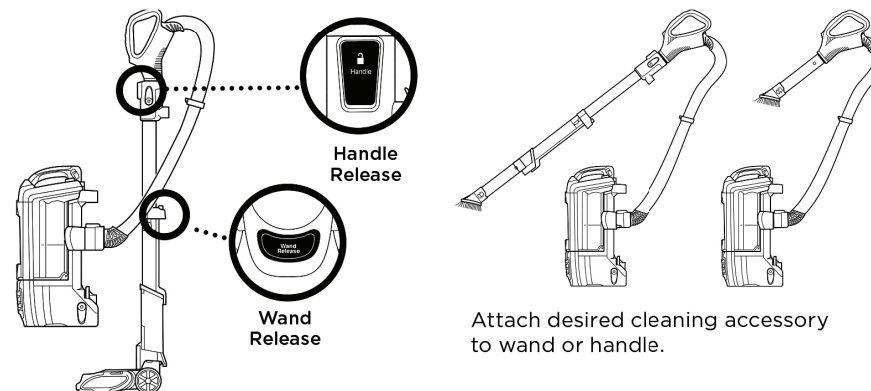


Press Lift-Away Release button to lift pod off floor nozzle. You are now ready to clean those hard-to-reach places.

Attach any of the specialized cleaning accessories to the handle or wand.



ABOVE-FLOOR CLEANING IN LIFT-AWAY MODE



Attach desired cleaning accessory to wand or handle.