

Shark Rocket®

OWNER'S GUIDE

804109397A

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

IMPORTANT SAFETY INSTRUCTIONS

HOUSEHOLD USE ONLY

To reduce the risk of electric shock, this vacuum cleaner has a polarized plug (one blade is wider than the other). As a safety feature, this plug will fit into a polarized outlet only one way. If the plug does not fit fully into the outlet, reverse the plug. If it still does not fit, contact a qualified electrician. **DO NOT** force into outlet or try to modify to fit.

⚠ WARNING

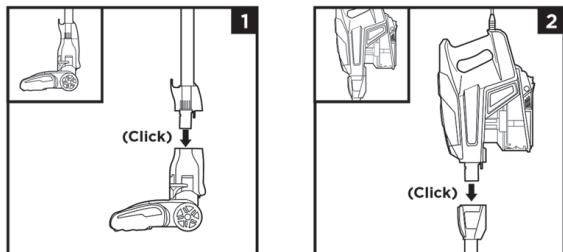
TO REDUCE THE RISK OF FIRE, ELECTRIC SHOCK OR INJURY:

GENERAL WARNINGS

- 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**
- DO NOT** allow the appliance to be used by children. Close supervision is necessary when used near children. This is not a toy.
 - 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. Failure to do so will also void the warranty.
 - 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.

SAVE THESE INSTRUCTIONS

ASSEMBLY



- Insert wand into Zero-M™ Cleaner Head
- Insert handheld vacuum into wand.

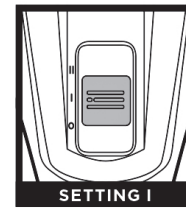
Ensure all connections click securely into place.

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



Slide switch to the bottom to turn off power. To begin vacuuming, slide switch to the appropriate setting.



Bare Floor/ Area Rugs The brushroll spins slowly to clean bare floors and delicate area rugs.



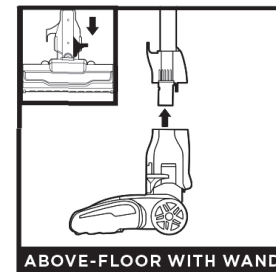
High Pile Carpets The brushroll spins faster to pick up debris below the surface of your carpets.

NOTE: For deep cleaning per ASTM F 608 (embedded dirt in carpets) please use setting II, High Pile Carpets.

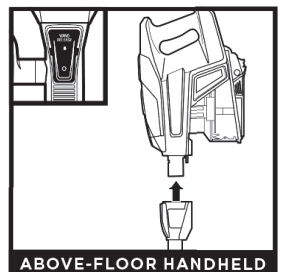
CLEANING MODES



UPRIGHT



ABOVE-FLOOR WITH WAND

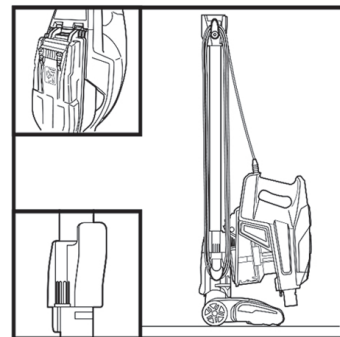


ABOVE-FLOOR HANDHELD

- To clean floors place foot on cleaner head and tilt handheld vacuum back.
- Stand the vacuum upright. Step on the foot pedal on the bottom left side of the cleaner head and pull the wand up to disconnect it. Great for cleaning baseboards, ceiling fans, window sills, etc.
- Press the **WAND RELEASE** button and lift the handheld vacuum off the wand. Great for cleaning stairs and furniture.

NOTE: All accessories attach to either the wand or the handheld vacuum.

STORAGE



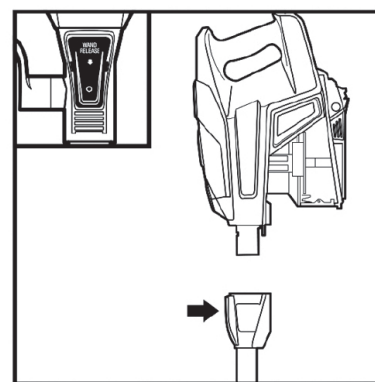
Press the **WAND RELEASE** button on the top of the wand to release the handheld vacuum. Align the catch on the bottom of the handheld vacuum with the storage hook on the wand. Slide handheld vacuum down so the catch hangs from the storage hook. Wrap the cord around the two cord hooks.

MAINTENANCE

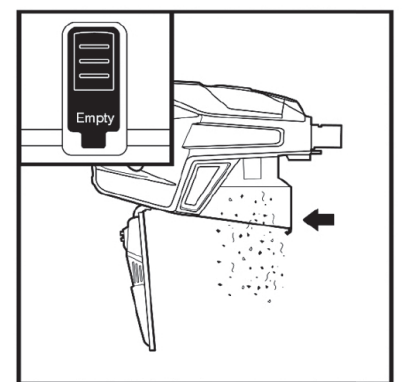
IMPORTANT: Unplug the vacuum before performing any maintenance.

EMPTYING THE DUST CUP

The dust cup needs to be emptied each time you vacuum and periodically during cleaning, when debris in the dust cup reaches the **MAX** fill line.

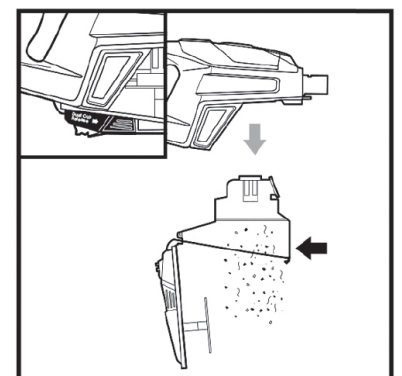


Press the **WAND RELEASE** button and lift the handheld vacuum off the wand.



With the dust cup attached to the handheld vacuum, press the **Empty** button on the front of the dust cup.

OR



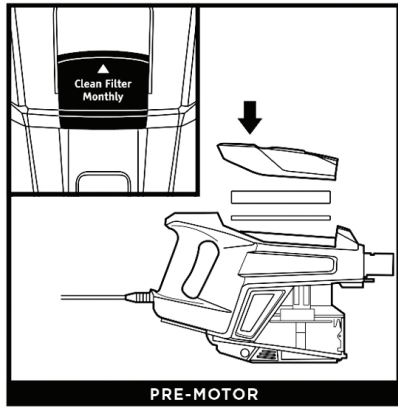
To remove the dust cup from the handheld vacuum, squeeze the two **Dust Cup Release** buttons at the same time and pull out the dust cup. Press the **Empty** button on the front of the dust cup.

IMPORTANT: Unplug the vacuum before performing any maintenance.

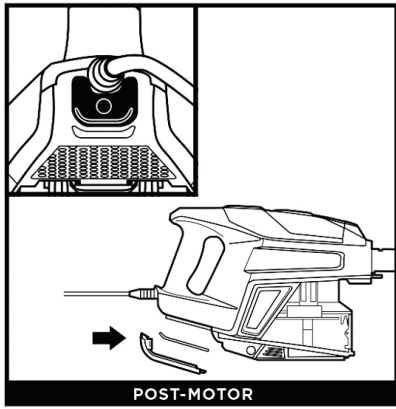
CLEANING FILTERS

Perform regular maintenance on your filters to keep your vacuum's suction power optimal.

IMPORTANT: To prevent damage, rinse filters with 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.



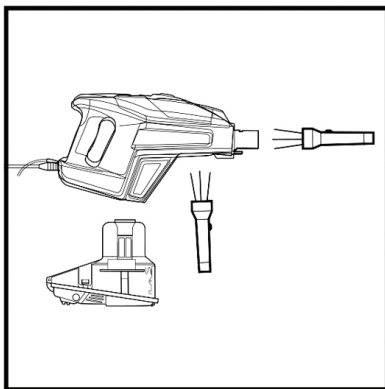
PRE-MOTOR



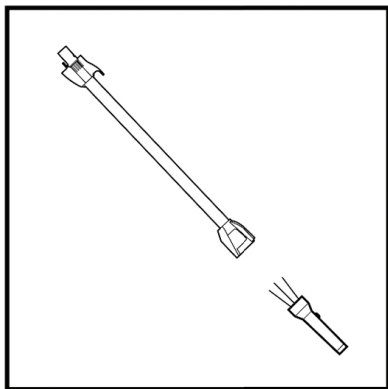
POST-MOTOR

MAINTENANCE - cont.

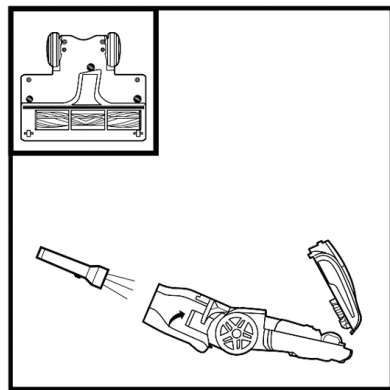
CHECKING FOR BLOCKAGES



Remove the wand from the handheld vacuum and check all dust cup intake openings.



Detach the wand and check it for blockages.

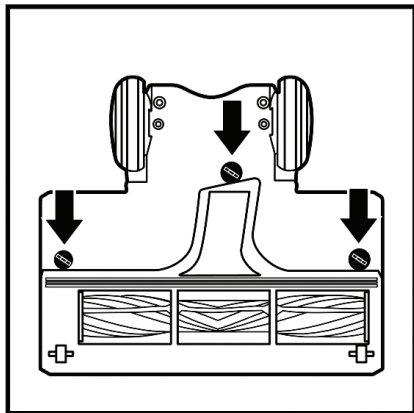


Detach the wand, then use the edge of a coin to open the three locks on the bottom of the cleaner head. Remove the cover, then tilt back the neck of the cleaner head and check the opening for blockages. Replace cover, pressing down firmly on all sides before turning locks clockwise to close.

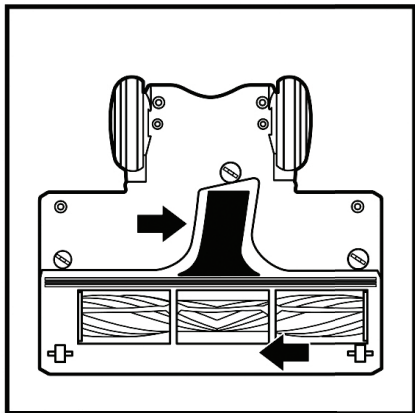
CLEANER HEAD MAINTENANCE

Zero-M™ Technology actively removes hair wrap from your brushroll while you vacuum. 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.

NOTE: If any hair is wrapped around the brushroll, continue cleaning, using High Pile Carpet mode on a bare floor surface, or a low-pile carpet or area rug. This will allow Zero-M technology to remove the hair wrap and send it to the dust cup. If some fibers remain wrapped around the brushroll after continued use, carefully remove the debris from the brushroll.



1. Using a coin, turn locks counterclockwise to open, then lift off cover to access **Brushroll**.
2. Clear airway of blockages.
3. Replace cover, pressing down firmly on all sides, including along the front, before turning locks clockwise to close.



TROUBLESHOOTING

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 completely air-drying the filters before reinserting in the vacuum.
- Dust cup may be full; empty dust cup.
- Check cleaner head for blockages; clear blockages if required.
- Remove any string, carpet fibers, or hair that may be wrapped around the brushroll.

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 brushroll. To restart, slide the Power switch to setting I, Bare Floor/ Area Rugs.

Brushroll does not spin.

- If the Brushroll Indicator Light turns red, immediately turn off and unplug the vacuum. Disconnect wand from cleaner head and clear any blockages. Reconnect wand, plug in vacuum, and turn on power.
- If Brushroll Indicator Light on the cleaner head 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.

This vacuum is equipped with a motor-protective thermostat so it will shut off if it overheats. Should this occur, perform the following steps to restart the motor-protective 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.

For all other issues, please 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.: _____

TECHNICAL SPECIFICATIONS

Voltage: 120V, 60Hz
Amps: 4.2A

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.

For SharkNinja U.S. Patent information, visit www.sharkninja.com/USPatents

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PRINTED IN MEXICO SC: 06-05-2019_TAB
OBPN: ZS350_Series_IB_MP_180627
804109397A MODEL: ZS350_BP_EIbrd: Y.T.RMVI BRCK_11.11.19
Rev.1:17-11-2021 / J.E.

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

ZS350

Shark® Rocket®

Corded Ultra-Light Vacuum

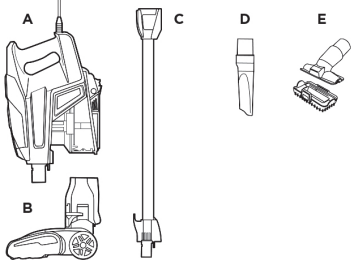


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QUICK START GUIDE

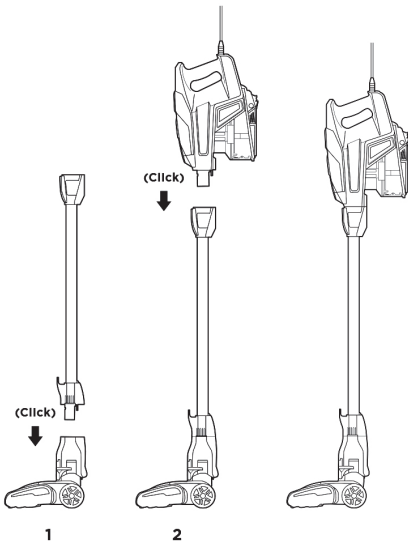
WHAT'S INSIDE

- A** Handheld Vacuum
- B** Zero-M® Cleaner Head
- C** Wand
- D** 5" Crevice Tool
- E** Pet Multi-Tool



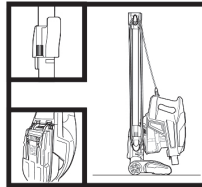
Note: Accessories may vary.

ASSEMBLY



STORAGE

Onboard Hook

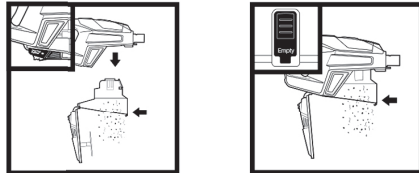


Hang the handheld vacuum on the hook on the bottom of the wand, and wrap the power cord around the cord hooks.

MAINTENANCE

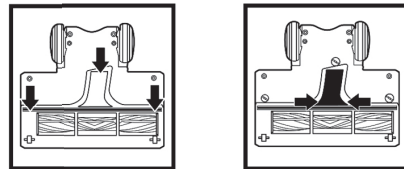
Dust Cup

Empty dust cup every time debris reaches the MAX fill line.



Cleaner Head Maintenance

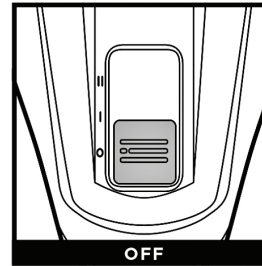
The Zero-M Cleaner Head delivers powerful Shark® suction and uncompromising cleaning performance while actively removing hair from the brushroll.



- Using a coin, turn locks counterclockwise to open, then lift off cover to access **Brushroll**.
- Check airway for blockages.
- Replace cover and turn clockwise to close.

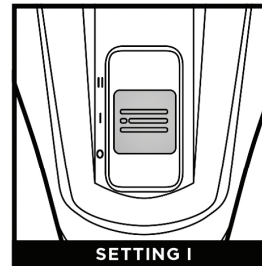
VERSATILE FLOOR-TO-CEILING CLEANING

Settings



OFF

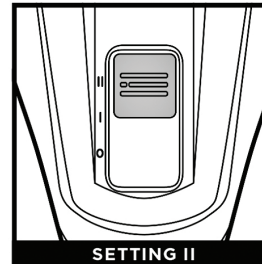
Slide the **Power** switch to the appropriate speed setting.



SETTING I

Bare Floor/Area Rugs

The brushroll spins slowly to clean bare floors and delicate area rugs.



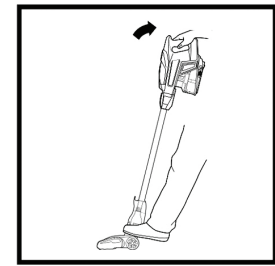
SETTING II

High Pile Carpets

The brushroll spins faster to pick up debris below the surface or your carpets.

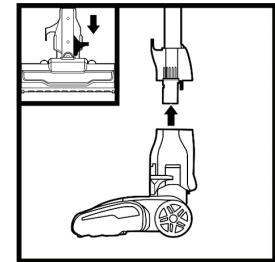
NOTE: For deep cleaning per ASTM F 608 (Embedded dirt in carpets) please use setting II, High Pile Carpets.

Upright Mode

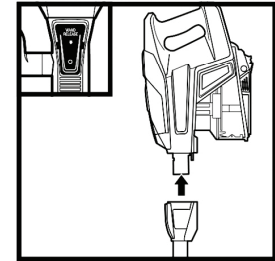


Place foot on cleaner head and tilt handheld vacuum back.

Above-Floor Mode



Stand the vacuum upright. Step on the foot pedal and pull the wand up to disconnect it from the cleaner head.



Press the **WAND RELEASE** button and lift the handheld vacuum of the wand.

NOTE: All accessories are compatible with both the wand and the handheld vacuum. Use setting I for all above-floor accessories.

Note: Accessories may vary depending on the model

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



PRINTED IN MEXICO Elbrd: Y.T.
 OBPN: ZS350_QSG_MP_180608
 SC: 06-06-2019_1P -MODEL: ZS350_BP
 11.11.2019 Rmvi Brckt.