

Shark® Rocket®

OWNER'S GUIDE

804106949

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

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 Shark® branded filters and accessories.
 - 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.

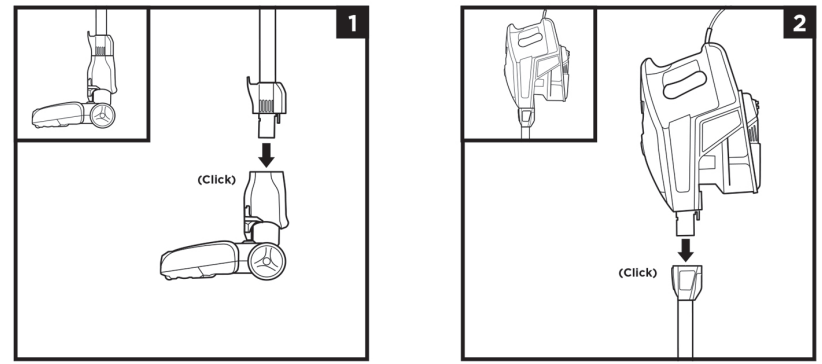
TECHNICAL SPECIFICATIONS

Voltage: 120V~, 60Hz

SAVE THESE INSTRUCTIONS

READ ALL INSTRUCTIONS BEFORE USE

ASSEMBLY



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

Ensure all connections click securely into place.

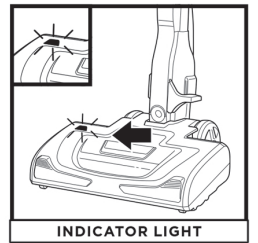
BRUSHROLL INDICATOR LIGHT

WHAT DOES THE BRUSHROLL INDICATOR LIGHT MEAN?

Solid Green: The brushroll is spinning and working as it should.

Solid Red: There is a jam in the brushroll 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 a minimum of 60 minutes for it to cool down.



INDICATOR LIGHT

SETTINGS



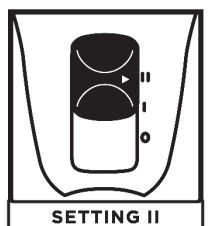
OFF

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



SETTING I

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

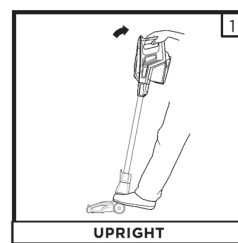


SETTING II

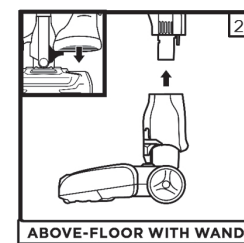
Carpet
The brushroll spins faster to pick up debris below the surface of your carpets.

NOTE: For deep cleaning per ASTM F 608 (embedded dirt in carpets) please use setting II, Carpet.
NOTE: Select Carpet for stuck-on dust and debris.

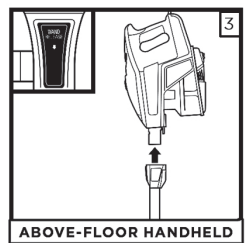
CLEANING MODES



UPRIGHT



ABOVE-FLOOR WITH WAND



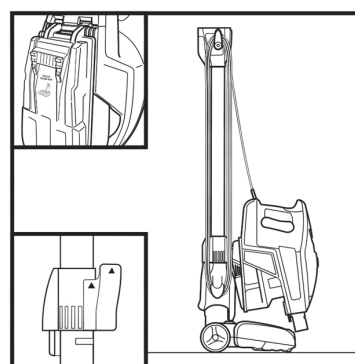
ABOVE-FLOOR HANDHELD

- 1) To clean floors, step on floor nozzle and tilt handheld vacuum back.
- 2) Detach the wand for more reach to clean baseboards, ceiling fans, window sills, and other hard-to-access areas. Stand the vacuum upright, then step on the foot pedal of the floor nozzle and pull the wand up to detach it.
- 3) Press the **Wand Release** button to lift the handheld vacuum off the wand. Great for cleaning stairs and furniture.

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

STORAGE

ONBOARD HOOK



For easy storage, hang the handheld vacuum from the storage hook on the bottom of the wand.

Press the **WAND RELEASE** button to detach the handheld vacuum, and hang the hand vac from the hook. Wrap the cord around the two cord hooks. Start with the top hook, and leave a little slack in the cord.

NOTE: Accessories may vary depending on the model.

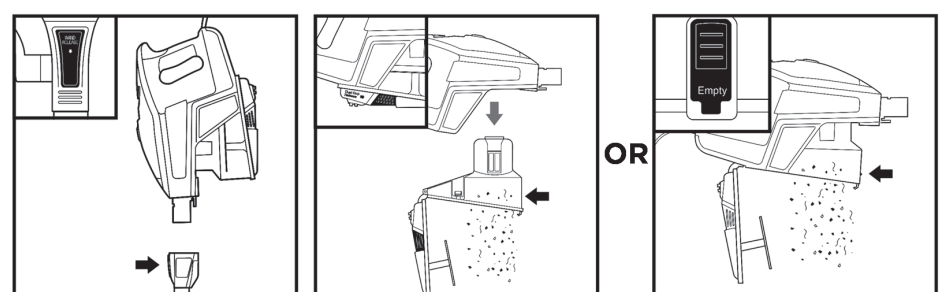
The images shown here are for illustrative purposes only and may be subject to change.

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 the handheld vacuum off the wand.

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.

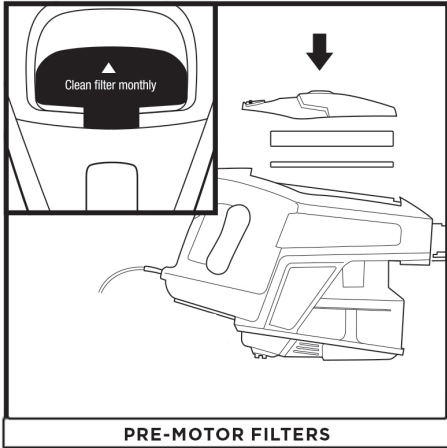
OR

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

CLEANING FILTERS

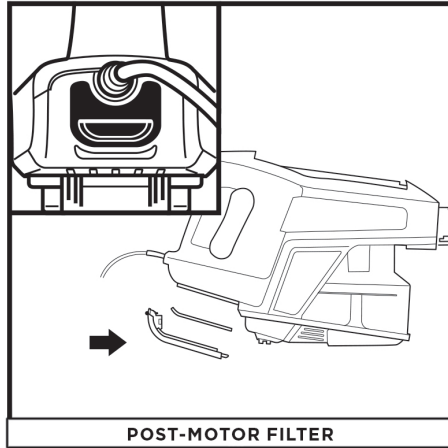
Regularly clean and replace the filters to keep your vacuum's suction power optimal.

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 FILTERS

Open the lid on the top of the handheld vacuum to lift out the pre-motor filters. The **Pre-Motor Filters** should be washed once a month.



POST-MOTOR FILTER

To remove the post-motor filter, open the filter cover on the handheld vacuum and pull out the filter. The **Post-Motor Filter** should be washed once every year.

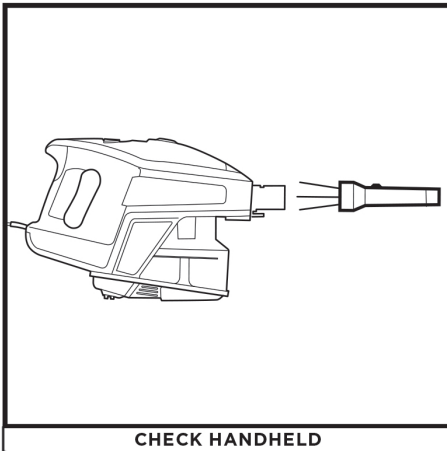
REPLACEMENT FILTERS

Replacement Pre-Motor Filter Kit

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

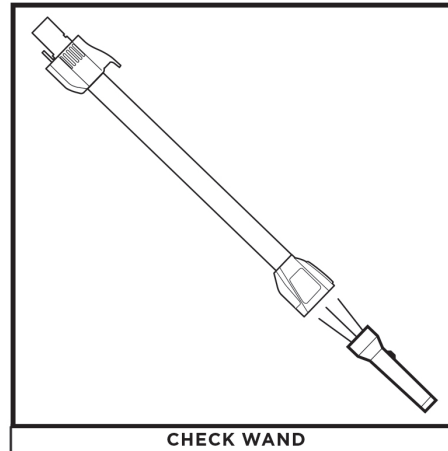
Replacement Post-Motor Filter

CHECKING FOR BLOCKAGES



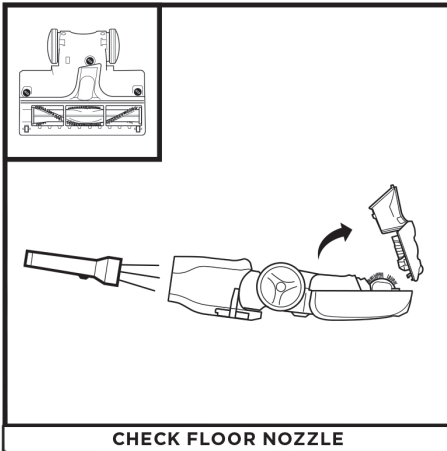
CHECK HANDHELD

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



CHECK WAND

Detach the wand and check it for blockages.

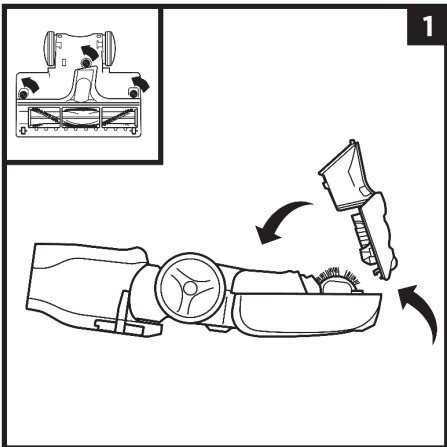


CHECK FLOOR NOZZLE

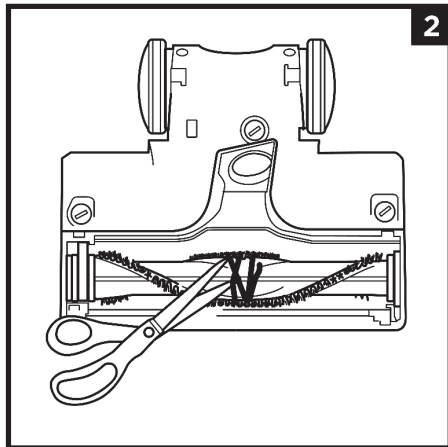
Detach the wand. Turn the floor nozzle over and use the edge of a coin to open the three locks on the bottom of the floor nozzle.

Tilt back the neck of the nozzle and check openings for blockages. To reinstall the cover, line it up, then press down until it clicks into place. Use the edge of a coin to close the three locks on the bottom of the nozzle.

CLEANING THE BRUSHROLL



To access the brushroll, flip the floor nozzle over and use the edge of a coin to open the three locks on the bottom of the floor nozzle.



Run scissors along the groove in the brushroll to cut or clear away any string, carpet fibers, hair, or other debris.

To reinstall the cover, line it up, then rotate down until it clicks into place. Use the edge of a coin to close the three locks on the bottom of the nozzle.

NOTE: Accessories may vary depending on the model.

The images shown here are for illustrative purposes only and may be subject to change.

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 them in the vacuum.
- Dust cup may be full; empty dust cup.
- Check floor nozzle 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/Small Area Rugs.

Brushroll does not spin.

- If Brushroll Indicator light is red, that means there is a blockage in the brushroll area. Immediately turn off and unplug vacuum and remove blockage. Plug in vacuum and turn it on.
- If 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 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 Maintenance section).
3. Check for blockages in wand, accessories, and inlet openings.
4. Allow unit to cool for a minimum of 60 minutes.
5. Plug in vacuum and turn it on.

For all other issues, contact 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.: _____

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® Rocket®.

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.



PRINTED IN MEXICO SC: 07-11-2022 TAB
OBPN: HV370Series_IB_EN_MP_Mv2_211216
SHNMDL: HV370_B Elbrd: J.E.



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

QUICK START GUIDE

WHAT'S INSIDE:

- Ⓐ Handheld Vacuum
- Ⓑ Motorized Floor Nozzle
- Ⓒ Wand
- Ⓓ Crevice Tool
- Ⓔ Upholstery Tool
- Ⓕ Anti-Allergen Dusting Brush

D



F



E

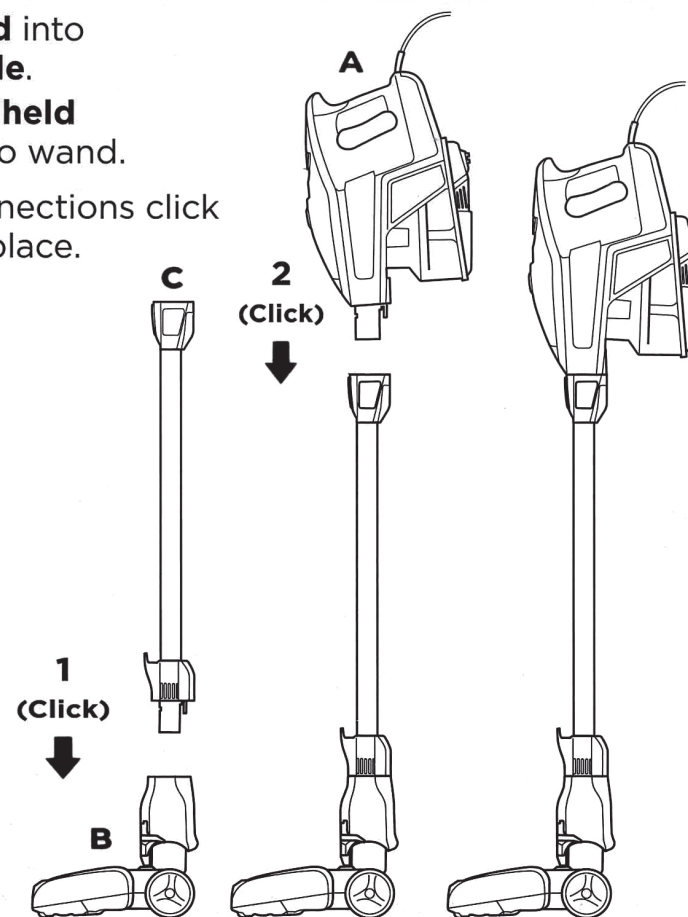


NOTE: Accessories may vary depending on the model.
The images shown here are for illustrative purposes only and may be subject to change.

ASSEMBLY

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

Ensure all connections click securely into place.



8 0 4 0 0 6 9 4 9



PRINTED IN MEXICO / SC: 05-18-2023 / 0.5P

OBPN: N/A

Elbrd: M.C / SHNMDL: HV371_B