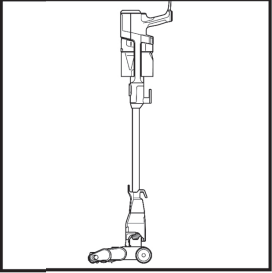
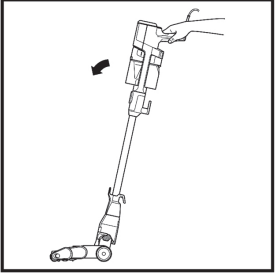


STORAGE MODES

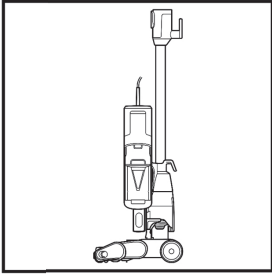
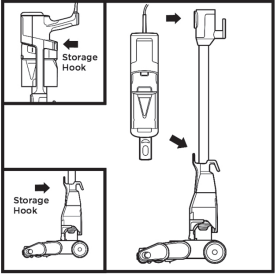
SELF-STANDING



Return the vacuum to its upright position. Once the **Upright Lock** engages, the vacuum will stand freely.

Wrap the cord around the two cord hooks. Start with the bottom hook and leave a little slack in the cord.

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.

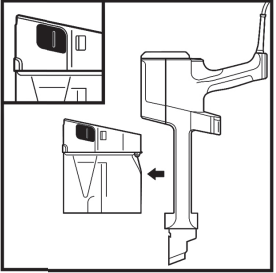
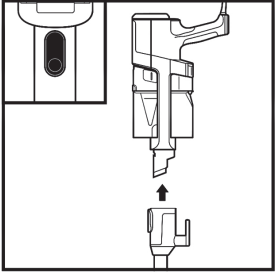
Wrap the cord around the two cord hooks. Start with the top hook, and leave a little slack in the cord.

MAINTENANCE

IMPORTANT: Unplug the vacuum before performing any maintenance.

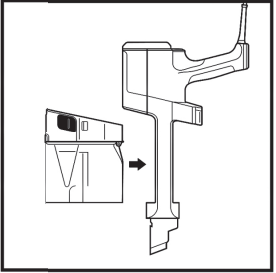
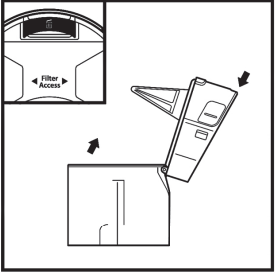
EMPTYING THE DUST CUP

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 off the handheld vacuum.

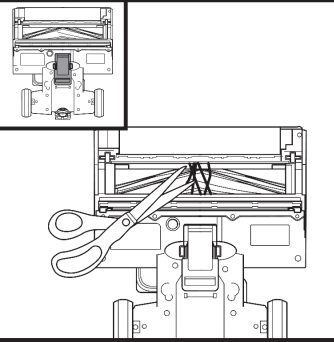
To remove the dust cup from the handheld vacuum, press the two **Dust Cup Release** buttons at the same time and pull out the dust cup from the top.



Hold the dust cup over the trash. Pull back on the yellow **Empty** button and pull up to 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.

To reinstall, push the lid closed, then insert the dust cup into the handheld vacuum from the top, until it clicks into place.

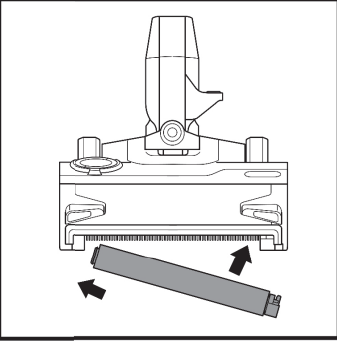
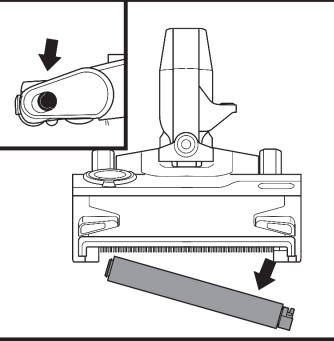
SELF-CLEANING BRUSHROLL MAINTENANCE



If any hair is wrapped around the brushroll, continue vacuuming, using Carpet mode on a hard floor surface, a low-pile carpet, or a small area rug. This will allow the self-cleaning brushroll to remove the hair wrap and send it to the dust cup.

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. If some fibers remain wrapped around the brushroll after continued use, clear them from the brushroll.

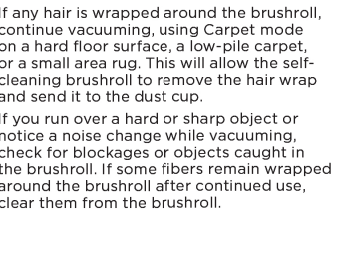
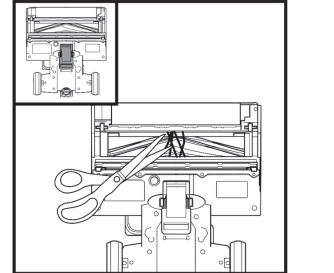
CLEANING THE SOFT ROLLER



- To remove the Soft Roller, slide the **Eject Roller Button** on the floor nozzle.
- 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.
- Hand-wash the Soft Roller as needed. Use only water, let it air-dry completely for at least 24 hours.
- 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.

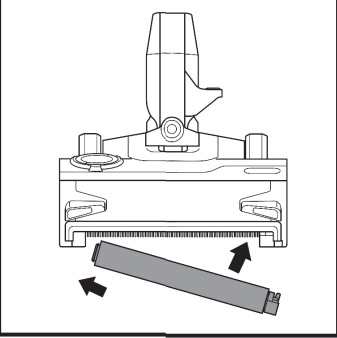
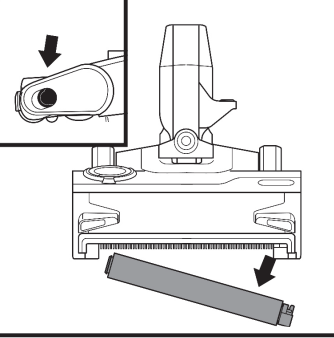
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CLEANING THE SOFT ROLLER

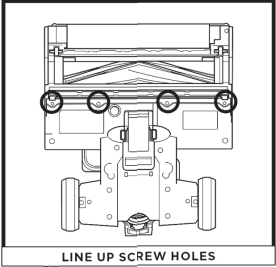
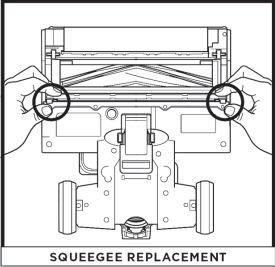


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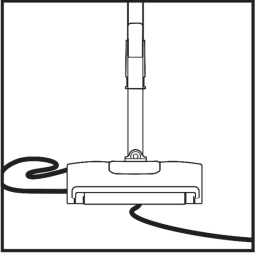
NOZZLE MAINTENANCE

REINSTALLING THE SQUEEGEE BRISTLE STRIP



- Hold the squeegee strip by the fabric flaps on the ends, with the bristle side facing up. Insert the plastic piece into the cavity first, while tilting the strip forward, toward the brushroll.
- Align the 4 screw holes on the squeegee strip over the holes in the nozzle. Make sure the strip sits flush with the nozzle, then fasten it securely in place with the screws.

CORD MAINTENANCE



- DO NOT** pull or carry vacuum cleaner by the cord or use cord as a handle.
- DO NOT** unplug by pulling on the cord. Grasp the plug, not the cord.
- DO NOT** close the door on the cord.
- DO NOT** pull the cord around sharp corners.
- DO NOT** leave the cord near heated surfaces.

To minimize the risk of power cord damage, **DO NOT** run the vacuum over the power cord. If this occurs, immediately shut off power to the vacuum and remove the cord from the brushroll or nozzle.

TROUBLESHOOTING

Power cord caught in brushroll or floor nozzle.

- To minimize the risk of power cord damage, DO NOT run the vacuum over the power cord. If this occurs, immediately shut off power to the vacuum and remove the cord from the brushroll or nozzle.
- 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.

Vacuum is not picking up debris. No suction or light suction.

See 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. Vacuum is not picking up debris. No suction or light suction. See maintenance section for more information.
- If any string, hair, or carpet fibers remain wrapped around the brushroll after continued use, carefully clear them away.
- Remove any blockages from the nozzle hose. Open the hose access latch on the bottom of the nozzle and lift up the hose. Clear blockages, then push the hose down and press the latch closed.
- If the problem persists, **please contact a service center.**

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, press the power button on the handle.

NOTE: Clean area rugs in Hard Floor mode or with accessories. See Available Accessories section.

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:

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

Handheld vacuum is warm.

Due to the strong suction power of the vacuum, it is normal for the area around the filter exhaust to become warm during and after use. Turn off the vacuum and wait 10 minutes for it to cool down. If it still feels warm, clean the pre-motor and post-motor filters. See Maintenance section for filter cleaning instructions.

Vacuum is emitting air that smells bad.

- Empty the dust cup after each use for optimal odor neutralization.
- Check filters to see if they need cleaning. Follow instructions for rinsing and air-drying the filters before reinstalling them.
- Check to make sure odor neutralizer cartridge is installed into the nozzle.
- Check the odor neutralizer dial on the nozzle to see which setting is enabled.
- If in Low to High setting and odor cartridge has been installed for 6 months or longer, consider replacing it.
- If the cartridge is still emitting a scent but you dislike it, consider turning the intensity down, or reinstall the dial in the nozzle without the cartridge.
- If the cartridge is not emitting a scent, consider replacing it.

The Floor Detect™ display does not change when in Detect mode.

- Turn off the vacuum and detach the floor nozzle. Find the Floor Detect sensor on the bottom of the nozzle and use a cotton swab to wipe away dirt and debris from the sensor and surrounding area.

For all other issues, please 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
9043 Siempre Viva Rd Suite 110/120, San Diego CA, 92154

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 Departament 9043 Siempre Viva Rd Suite 110/120,
San Diego CA, 92154

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 POWERDETECT™ Corded Stick Vacuum with DuoClean Detect™, Self-Cleaning Brushroll, and Odor Neutralizer Technology.

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.

This product may be covered by one or more U.S. patents. See sharkninja.com/patents for more information.

814100372



PRINTED IN MEXICO / SC: 02-14-2025_TAB

MODEL: HZ4000_B / Add: HZ4002 / Elbrd: J.E.

OBPN: HZ4000_Series_IB_MP_Mv8_240619

QUICK START GUIDE

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

WHAT'S INSIDE

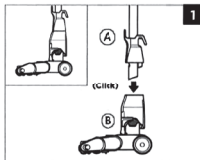
- (A) Wand
- (B) Floor Nozzle
- (C) Handheld Vacuum
- (D) Crevice Tool
- (E) Pet Multi-Tool



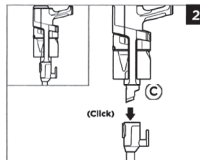
Accessories may vary depending on the model.

The image shown here is for illustrative purposes only and may be subject to change.

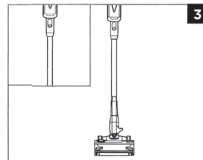
ASSEMBLY



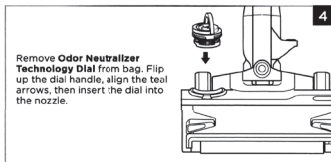
Insert **Wand** into **Floor Nozzle**.



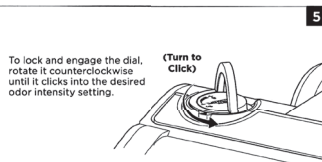
Insert **Handheld Vacuum** into wand.



Ensure all connections click securely into place.



Remove **Odor Neutralizer Technology Dial** from bag. Flip up the dial handle, align the teal arrows, then insert the dial into the nozzle.



To lock and engage the dial, rotate it counterclockwise until it clicks into the desired odor intensity setting.



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PRINTED IN MEXICO
OBPN: N/A

SC: 14-02-2025_0.5P
MODEL: HZ4000_B

Elbrd: J.E.