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

814100372

IMPORTANT SAFETY INSTRUCTIONS

FOR HOUSEHOLD USE ONLY

⚠ WARNING

To reduce the risk of fire, electric shock, injury, or property damage, when using an electrical appliance, basic precautions should always be followed, including the following:

READ ALL INSTRUCTIONS BEFORE USING THIS VACUUM

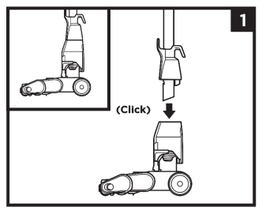
1. Inspect power cord and plug for any damage before use. **DO NOT** use vacuum cleaner with a damaged cord or plug. Turn off all controls before plugging in or unplugging the vacuum cleaner. Store your vacuum cleaner with the power cord secured around the two cord hooks. To minimize the risk of power cord damage, do not allow the motorized brush roll to ingest the cord. If this occurs, immediately shut off power to the vacuum and remove the cord.
2. This appliance has a polarized plug, if the plug does not fit fully into the outlet, reverse the plug (one blade is wider than the other). If it still does not fit, contact a qualified electrician. **DO NOT** force into outlet or try to modify to fit.
3. 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.
4. Use only identical replacement parts.
5. 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.
6. Before use, carefully inspect all parts for any damage. **DO NOT** use if any parts are damaged.
7. The use of an extension cord is **NOT** recommended.
8. This vacuum cleaner contains no serviceable parts.
9. 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.
10. Always turn off the vacuum cleaner before connecting or disconnecting any motorized nozzles or other accessories.
11. **DO NOT** handle plug or vacuum cleaner with wet hands.
12. **DO NOT** use without filters in place.
13. Only use Shark® branded filters and accessories.
14. **DO NOT** damage the power cord:
    a) **DO NOT** pull or carry vacuum cleaner by the cord or use the cord as a handle.
    b) **DO NOT** unplug by pulling on cord. Grasp the plug, not the cord.
    c) **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.
15. **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.
16. **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.
17. Keep nozzle and all vacuum openings away from hair, face, fingers, uncovered feet, or loose clothing.
18. **DO NOT** use if vacuum cleaner is not working as it should, or has been dropped, damaged, left outdoors, or dropped into water.
19. Use extra care when cleaning on stairs.
20. **DO NOT** leave the vacuum cleaner unattended while plugged in.
21. When powered on, keep the vacuum cleaner moving over the carpet surface at all times to avoid damaging the carpet fibers.
22. **DO NOT** place vacuum cleaner on unstable surfaces such as chairs or tables.
23. 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.
24. **DO NOT** use to pick up:
    a) Liquids
    b) Large objects
    c) Hard or sharp objects (glass, nails, screws, or coins)
    d) Large quantities of dust (drywall dust, fireplace ash, or embers). **DO NOT** use as an attachment to power tools for dust collection.
    e) Smoking or burning objects (hot coals, cigarette butts, or matches)
    f) Flammable or combustible materials (lighter fluid, gasoline, or kerosene)
    g) Toxic materials (chlorine bleach, ammonia, or drain cleaner)
25. **DO NOT** use in the following areas:
    a) Poorly lit areas
    b) Wet or damp surfaces
    c) Outdoor areas
    d) 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).
26. Turn off all controls before plugging in or unplugging the vacuum.

ODOR

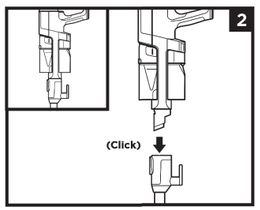
27. Observe the following when interacting with the odor neutralizing cartridge:
    a) **DO NOT** attempt to disassemble odor neutralizing cartridge.
    b) Avoid direct contact with the fragrance pod in the cartridge.
    c) Skin contact: Wash hands thoroughly after handling. If irritation or rash develops, seek medical advice/attention.
    d) Inhalation: Move person to fresh air if they are experiencing any respiratory symptoms. If symptoms persist, seek medical advice/attention.
    e) Ingestion: **DO NOT** induce vomiting. Seek medical advice/attention.
28. Unplug from electrical outlet when not in use and before any maintenance or cleaning.
29. Hand wash with water only. Washing with cleaning chemicals could damage the unit.
30. During cleaning or routine maintenance, **DO NOT** cut anything other than hair, fibers, or string wrapped around the brushroll.
31. Allow all filters to air-dry completely before replacing in the vacuum to prevent liquid from being drawn into electric parts.
32. Make sure the dust cup and all filters are in place after routine maintenance.
33. If provided, secure the power cord around the two cord hooks during storage.

SAVE THESE INSTRUCTIONS

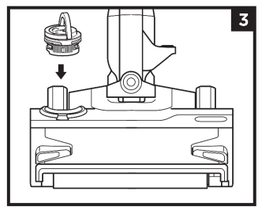
ASSEMBLY



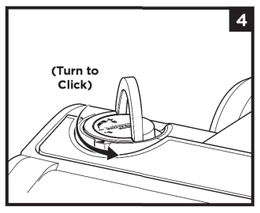
1. Insert **Wand** into **Floor Nozzle**.



2. Insert **Handheld Vacuum** into wand.

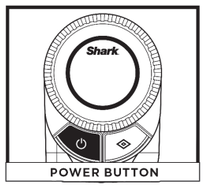


4. Remove **Odor Neutralizer Technology Dial** from bag. Flip up the dial handle, align the teal arrows, then insert the dial into the nozzle.



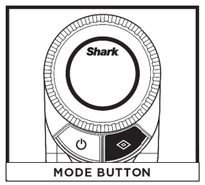
5. To lock and engage the dial, rotate it counterclockwise until it clicks into the desired odor intensity setting.

CONTROLS



POWER BUTTON

Press the Power button to turn the vacuum on/off.



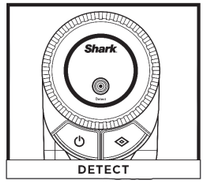
MODE BUTTON

Press the Mode button to toggle between Detect, Hard Floor, and Carpet settings.

TECHNICAL SPECIFICATIONS

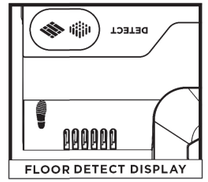
Voltage: 120V~, 60Hz

FLOOR DETECT™ TECHNOLOGY



DETECT

In Detect mode, Floor Detect technology automatically senses carpets and hard floors and adjusts the brushroll speed for optimal performance.

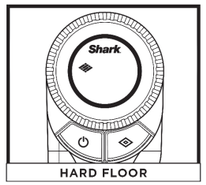


FLOOR DETECT DISPLAY

The Floor Detect display indicates which surface type has been detected.

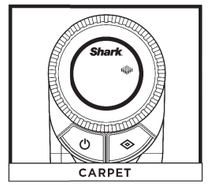
(L)-Hard Floor
(R)-Carpet

MANUAL SURFACE MODES



HARD FLOOR

Press the Mode Button to deactivate Floor Detect and switch to the manual Hard Floor mode for surfaces like wood or tile.



CARPET

Press the Mode button again to switch to the manual Carpet mode for both low and high pile carpets.

NOTE: For deep cleaning per ASTM F608 (embedded dirt in carpets) please use the Carpet setting.
NOTE: Select Carpet for stuck-on dust and debris.

ODOR NEUTRALIZER TECHNOLOGY

SETTINGS

ODOR DIAL

Flip up the dial handle and rotate the odor dial to adjust Odor Neutralizer Technology intensity or to unlock the dial for cartridge access.

Insertion/Removal: Rotate the odor dial to align the teal arrows. Remove the dial to access the odor cartridge for removal or replacement.

Low: Rotate the dial toward the Low position to decrease the intensity to the lowest level when the vacuum is in use.

High: Rotate the dial toward the High position for the highest intensity level when the vacuum is in use. This position is the recommended setting for optimal performance.

ODOR NEUTRALIZER TECHNOLOGY TIPS

Odor Dial Must be Installed for Vacuum to Function Properly
• Remove odor cartridge from dial if you don't want the benefits of Odor Neutralizer Technology.

Maintenance Required
• Clean all filters as recommended under Cleaning Filters.
• Empty the dust cup before storing your vacuum.
• Replace the cartridge as recommended under Odor Cartridge Replacement.
• Visit qr.sharkclean.com/odortech to learn more and purchase replacements.
• If wet pet messes are cleaned up, thoroughly clean the vacuum.

Fragrance Strength Over Time
• The intensity of the fragrance may diminish over time. It may also have no noticeable fragrance at all. This is natural and does not indicate the technology isn't working. Follow replacement instructions to ensure continued performance.

NOTES: • The odor dial needs to be installed for the vacuum to function properly, with or without the odor cartridge.
• Odor Neutralizer Technology effectively deodorizes while interacting with odors from inanimate sources.

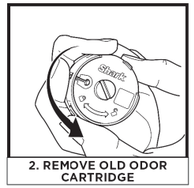
Accessories may vary depending on the model.

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

ODOR CARTRIDGE REPLACEMENT

1. REMOVE ODOR DIAL FROM NOZZLE

Flip up the handle and rotate the dial clockwise until the two teal arrows are aligned. Pull the handle to remove the dial from the nozzle.



2. REMOVE OLD ODOR CARTRIDGE

Rotate the cartridge counterclockwise in the dial housing and pull out the cartridge to remove it.

3. INSTALL NEW CARTRIDGE IN DIAL

Align the yellow arrow on the side of the cartridge with the yellow arrow on the side of the dial cover, then insert the cartridge into the dial. Rotate the cartridge clockwise to lock it in place.

4. INSTALL DIAL IN NOZZLE

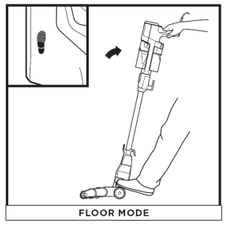
Align the teal arrow on the dial cover with the teal arrow on the nozzle, then reinsert the dial into the nozzle. Rotate the dial counterclockwise until it clicks into an intensity setting to engage. Rotate further to change the intensity setting.

5. USED CARTRIDGE DISPOSAL

Dispose of the old cartridge by dropping it into the trash.

NOTE: Odor cartridges should be replaced every 6 months for optimal Odor Neutralizer Technology performance.

CLEANING MODES

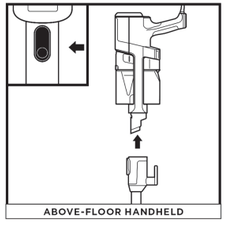


FLOOR MODE

To clean floors, step on floor nozzle and tilt handheld vacuum back.

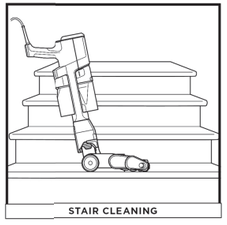
ABOVE-FLOOR WITH WAND

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.



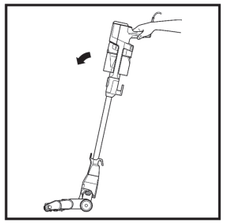
STAIR CLEANING

To clean stairs or other narrow spaces, attach the handheld vacuum to the floor nozzle.

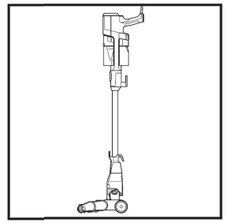
NOTE: All accessories are compatible with both the wand and the handheld vacuum.

STORAGE MODES

SELF-STANDING

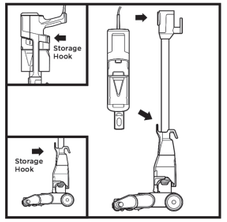


Return the vacuum to its upright position. Once the **Upright Lock** engages, the vacuum will stand freely.

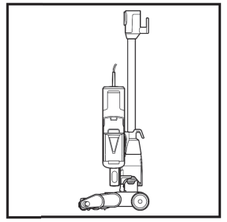


Wrap the cord around the two cord hooks. Start with the bottom hook and leave a little slack in the cord.

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.



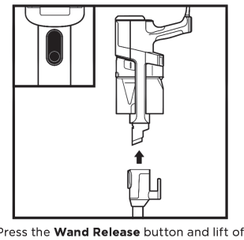
Wrap the cord around the two cord hooks. Start with the top hook, and leave a little slack in the cord.

MAINTENANCE

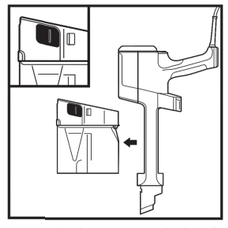
IMPORTANT: Unplug the vacuum before performing any maintenance.

EMPTYING THE DUST CUP

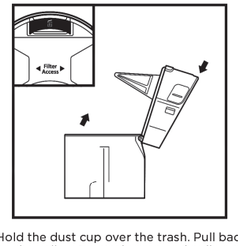
Empty the dust cup each time you vacuum and periodically during cleaning, when debris in the dust cup reaches the MAX fill line.



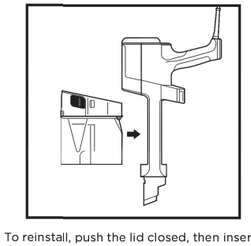
Press the **Wand Release** button and lift off the handheld vacuum.



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.

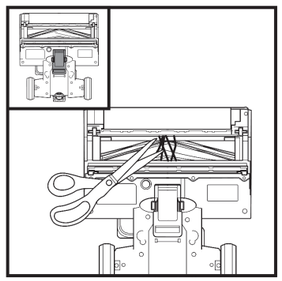


Hold the dust cup over the trash. Pull back on the yellow **Empty** button and pull up to open the dust cup lid until it clicks and locks in the open position. Gently tap the cone-shaped screen inside the dust cup to knock dust and debris into the trash.



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

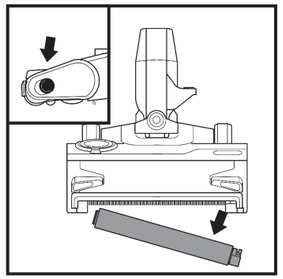
SELF-CLEANING BRUSHROLL MAINTENANCE

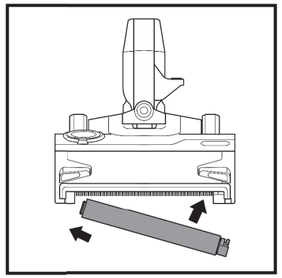


If any hair is wrapped around the brushroll, continue vacuuming, using Carpet mode on a hard floor surface, a low-pile carpet, or a small area rug. This will allow the self-cleaning brushroll to remove the hair wrap and send it to the dust cup.

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

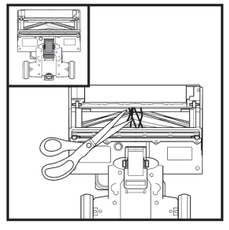




1. To remove the Soft Roller, slide the **Eject Roller Button** on the floor nozzle.
2. Tap loose debris off the Soft Roller. Use a dry towel to wipe it clean, and to remove any debris caught in the teeth behind the Soft Roller.
3. Hand-wash the Soft Roller as needed. Use only water, let it air-dry completely for at least 24 hours.
4. 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.

SELF-CLEANING BRUSHROLL MAINTENANCE



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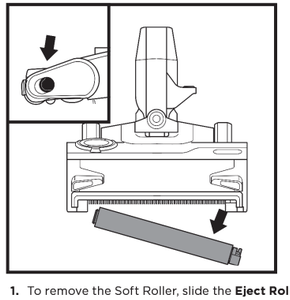

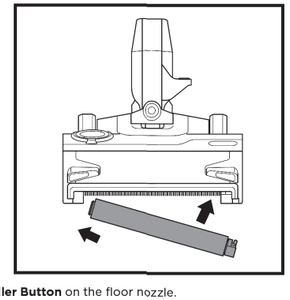

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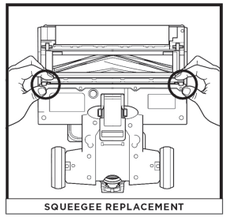
NOTE: For best performance, keep the Soft Roller clean with regular maintenance.

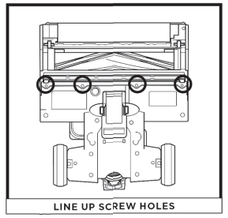
NOZZLE MAINTENANCE

REINSTALLING THE SQUEEGEE BRISTLE STRIP



SQUEEGEE REPLACEMENT

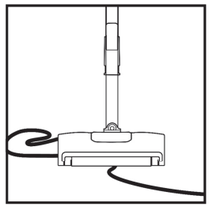
1. Hold the squeegee strip by the fabric flaps on the ends, with the bristle side facing up. Insert the plastic piece into the cavity first, while tilting the strip forward, toward the brushroll.



LINE UP SCREW HOLES

2. 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



1. **DO NOT** pull or carry vacuum cleaner by the cord or use cord as a handle.
2. **DO NOT** unplug by pulling on the cord. Grasp the plug, not the cord.
3. **DO NOT** close the door on the cord.
4. **DO NOT** pull the cord around sharp corners.
5. **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:
1. Turn off the vacuum and unplug it.
2. Empty the dust cup and clean the filters. See Emptying the Dust Cup and Cleaning Filters sections.
3. Check for blockages in the wand, floor nozzle, handheld vacuum, inlet openings, and accessories.
4. Reassemble the entire vacuum and ensure all parts click into place.
5. Allow unit to cool for a minimum of 60 minutes.
6. 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.

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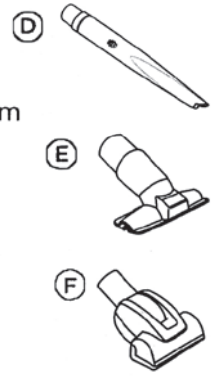
PRINTED IN MEXICO / SC: 02-14-2025_TAB
MODEL: HZ4000_B / Add: HZ4002 / Elbrd: J.E.
OBPN: HZ4000_Series_IB_MP_Mv8_240619

QUICK START GUIDE

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

WHAT'S INSIDE

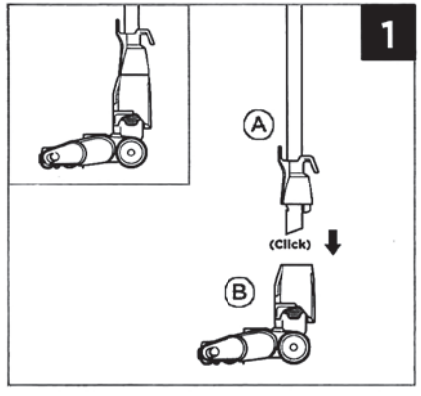
- Ⓐ Wand
- Ⓑ Floor Nozzle
- Ⓒ Handheld Vacuum
- Ⓓ Crevice Tool
- Ⓔ Upholstery Tool
- Ⓕ Pet Power Brush



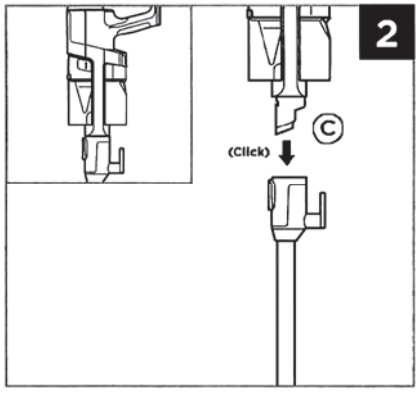
Accessories may vary depending on the model.

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

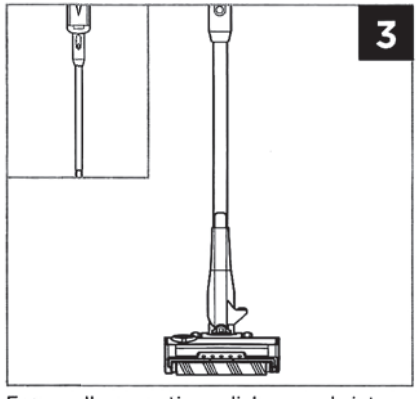
ASSEMBLY



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



Insert **Handheld Vacuum** into wand.



Ensure all connections click securely into place.

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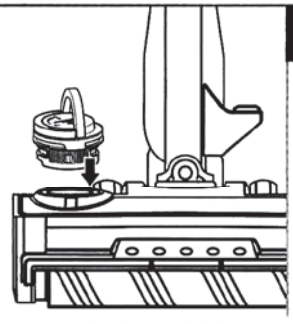
Remove **Odor Neutralizer Technology Dial** from bag. Flip up the dial handle, align the teal arrows, then insert the dial into the nozzle.



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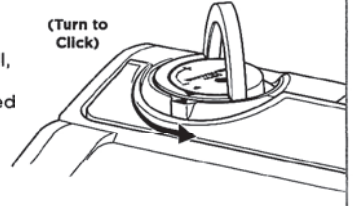
To lock and engage the dial, rotate it counterclockwise until it clicks into the desired odor intensity setting.



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PRINTED IN MEXICO SC: 14-02-2025_0.5P Elbrd: J.E.
OBPN: N/A MODEL: HZ4002_B