

Shark®

Rotator® with PowerFins®

HairPro™ and Odor Neutralizer Technology Upright Vacuum

OWNER'S GUIDE

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:

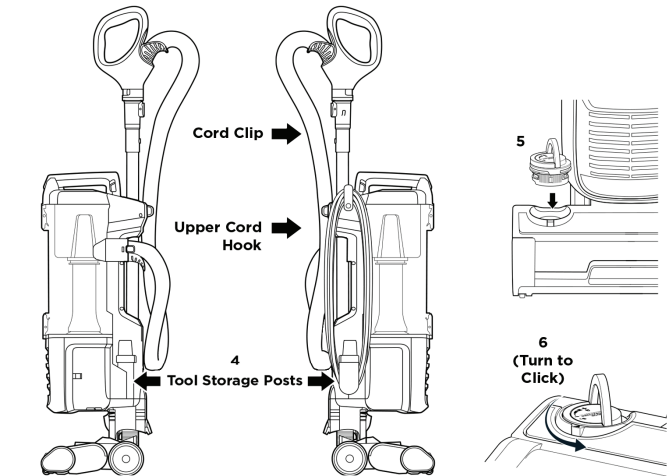
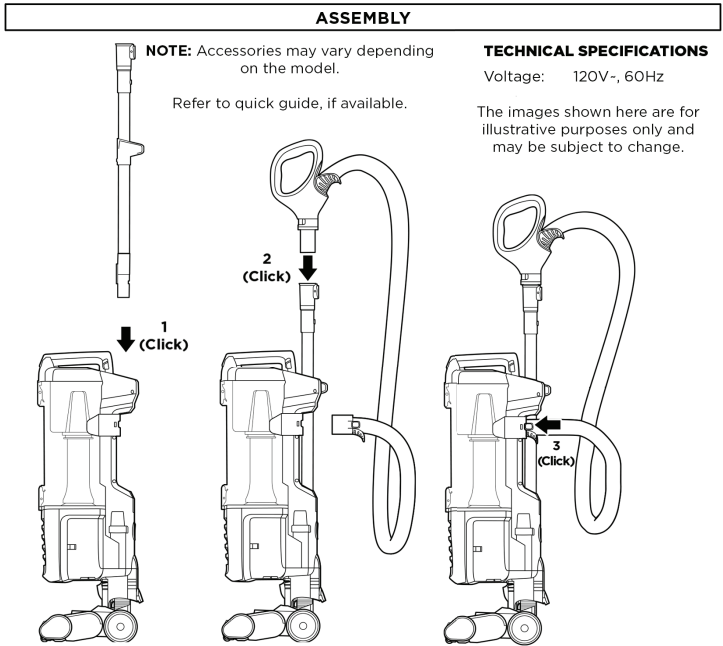
READ ALL INSTRUCTIONS BEFORE USING THIS VACUUM

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. The hose contains electrical wires. Do not use when damaged, cut, or punctured.
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, hose, 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 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 neutralizer technology cartridge
 - a) **DO NOT** attempt to disassemble odor neutralizer technology cartridge.
 - b) Avoid direct contact with the fragrance pod in the cartridge.
 - c) **DO NOT** directly inhale from the odor neutralizer technology cartridge
 - d) Keep away from children and pets.
 - e) Keep away from heat, sparks, and open flame.
 - f) **DO NOT** place in direct sunlight.
- #### FRAGRANCE CARTRIDGE FIRST AID
- a) Avoid contact with fabrics and finished surfaces.

- b) Eye contact: Remove contact lenses if present. Rinse continuously with water for several minutes.
 - 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

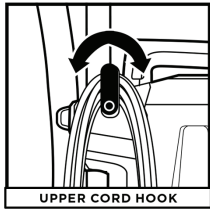


1. Insert **Wand** into **Pod**.
2. Insert **Handle** into wand.
3. Attach **Hose** to back of pod.
4. Store **Accessories** on tool storage posts.
5. Remove **Odor Neutralizer Technology Dial** from bag. Flip up the dial handle, align the teal arrows, then insert the dial into the nozzle.
6. To lock and engage the dial, rotate it counterclockwise until it clicks into the desired odor intensity setting.

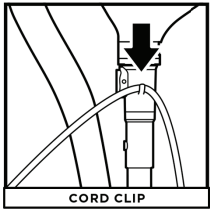
* More detailed odor neutralizer technology assembly instructions and visuals on the following.

IMPORTANT: For proper operation, ensure all connections are securely clicked into place.

POWER CORD



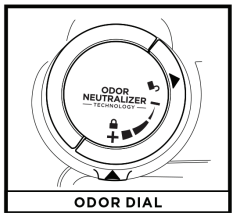
For cord access, rotate upper hook down and remove cord.



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

TECHNOLOGY SETTINGS

SETTINGS



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 the odor neutralization 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.
- If wet pet messes are cleaned up, thoroughly clean the vacuum.

Fragrance Strength Over Time

- The intensity of the odor neutralizer technology's 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.

ODOR NEUTRALIZER TECHNOLOGY

ODOR CARTRIDGE REPLACEMENT



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.



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.



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



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.

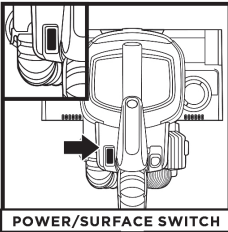


Dispose of the old cartridge by dropping it into the trash.

NOTE: Odor cartridges need to be replaced for optimal odor neutralizer technology experience. We recommend changing cartridges when new bad odors are experienced.

WHOLE-HOME CLEANING

SETTINGS



Select surface setting:

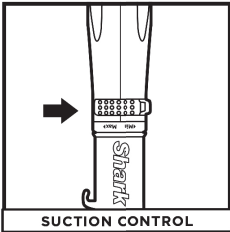
O Power Off

I Hard Floor

For bare floors and small area rugs, the brushroll will spin slowly.

II Carpet

For carpets, the brushroll will spin quickly to pick up stuck on debris.

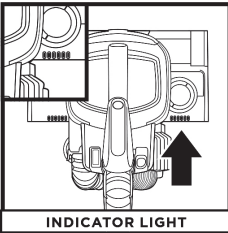


The Suction Control slider located on the handle allows you to adjust the suction depending on the floor type.

MIN: to reduce suction and increase maneuverability on carpets.

MAX: to increase suction on bare floors.

BRUSHROLL INDICATOR LIGHT



WHAT DOES THE BRUSHROLL INDICATOR LIGHT MEAN?

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

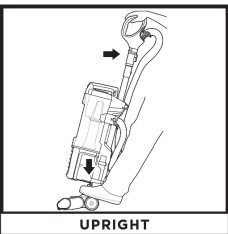
Solid Red Light: There is a jam in the brushroll area. Turn your vacuum off, unplug from the wall and remove any blockages in the nozzle.

Flashing Red Light: The motorized floor nozzle is overheating. Turn off the vacuum, unplug it and remove any blockages. Let the vacuum cool down for at least 60 minutes before restarting. See Troubleshooting section for more information.

Flashing Green Light: The vacuum is operating in an environment that is either too hot or too cold. This vacuum will only function properly in temperatures ranging from 32° F (0°C) to 104° F (40°C). Turn the vacuum off and adjust the room temperature.

NOTE: For deep carpet cleaning per ASTM F608 (embedded dirt in carpets), set to **MAX** suction and use setting **II, Carpet**.

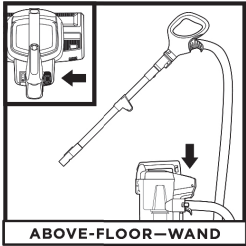
CLEANING MODES



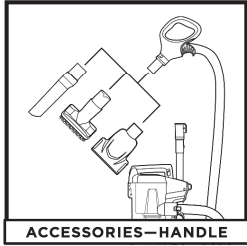
To engage brushroll, step on floor nozzle and tilt handle back.



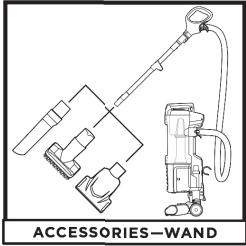
Press the **Handle Release** button to detach the handle from the wand.



Press the **Wand Release** button to detach the wand from the pod.



Attach a cleaning accessory to handle or wand.

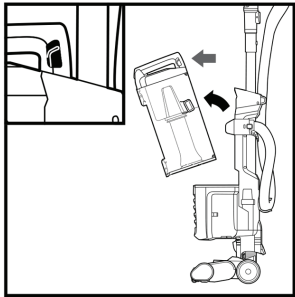


Attach a cleaning accessory to handle or wand.

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

EMPTYING THE DUST CUP

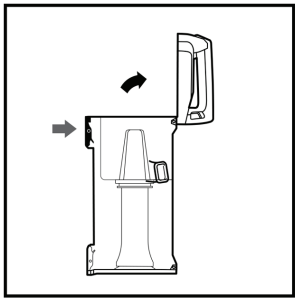
IMPORTANT: Unplug the power cord before performing any maintenance.



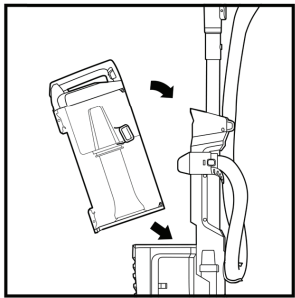
To remove **Dust Cup**, slide up the latch on top of dust cup handle. Tilt dust cup forward, then lift to remove.



Press lower release button to open bottom of dust cup.



To remove collected debris from **Lint Screen**, press top release button and lift handle to open. Gently brush lint screen to clean.



To reinstall, place bottom of dust cup into pod and then tilt back until it clicks into place.

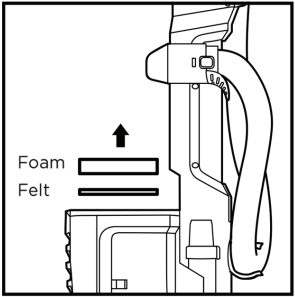
CLEANING AND REPLACING THE FILTERS

CLEANING FILTERS

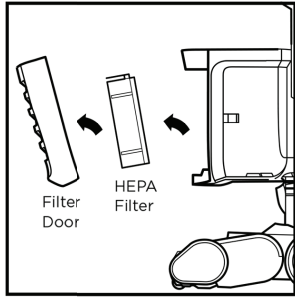
Regularly clean and replace the filters to keep your vacuum's suction power power and to maximize the effectiveness of the odor neutralizer technology.

To prevent damage from cleaning chemicals rinse filters with cold water only. Allow all filters to air-dry for at least 24 hours before reinstalling them to prevent liquid from being drawn into electric parts.

IMPORTANT: DO NOT use soap when cleaning the filters.



CLEAN PRE-MOTOR FILTERS EVERY 3 MONTHS
Remove **Dust Cup**, then lift out **Filters**.



CLEAN HEPA FILTER EVERY YEAR
Press down top of **Filter Door**. Tilt **Filter Door** and lift out. Press tab at top of **HEPA Filter** and pull away from the base of the vacuum. To reinstall, insert HEPA filter into unit and replace the filter door.

MAINTENANCE

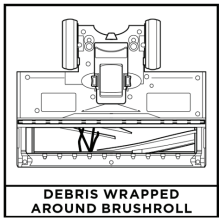
NOZZLE MAINTENANCE

SELF-CLEANING BRUSHROLL

If any hair is wrapped around the brushroll, continue vacuuming, using Carpet mode on a bare 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.

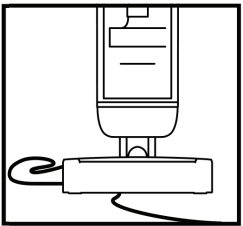
If some fibers remain wrapped around the brushroll after continued use, clear them from the brushroll.



Clean off any debris on the brushroll.

NOTE: If any hair is wrapped around the brushroll, extending cleaning time will allow the self-cleaning brushroll to remove it for you. If some fibers remain wrapped around brushroll after continued use, carefully remove them.

CORD MAINTENANCE

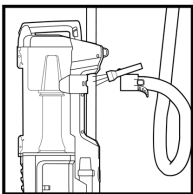


To minimize the risk of power cord damage, **DO NOT** run the vacuum over the power cord. If this occurs, immediately shut off power to the vacuum and remove the cord from the brushroll or nozzle.

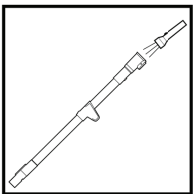
- DO NOT** pull or carry vacuum cleaner by the cord or use cord as a handle.
- DO NOT** unplug by pulling on the cord. Grasp the plug, not the cord.
- DO NOT** close the door on the cord.
- DO NOT** pull the cord around sharp corners.
- DO NOT** leave the cord near heated surfaces.

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

CHECKING FOR BLOCKAGES



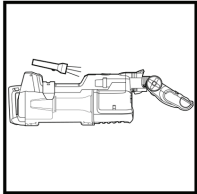
Detach hose from vacuum pod, and check hose and opening on back of pod for blockages.



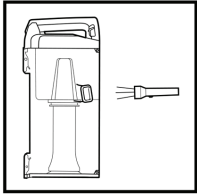
Detach wand from floor nozzle and handle, and check both ends for blockages.

• Accessory type and quantity may vary depending on the model.

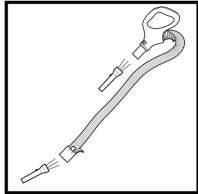
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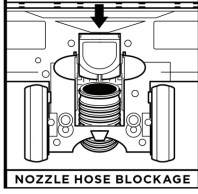
Detach the wand from the pod, place the pod on its side, and check opening for blockages.



Detach dust cup from vacuum pod. Empty dust cup, remove debris from lint screen, and check for blockages.



Detach the handle from the wand and the hose from the vacuum pod, and check openings for blockages.



To access the nozzle hose, pinch the release touchpoints on the bottom of the nozzle, then lift the cover and clear any blockages.

TROUBLESHOOTING

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

- Check filters to see if they need cleaning. Follow instructions for rinsing and air-drying the filters before reinserting in the vacuum.
- Dust cup may be full; empty dust cup.
- Check hose, hose connections, nozzle, wand, pod, and accessories for blockages. Clear any blockages found.

(Refer to Checking for Blockages section for more information.)

- If any string, carpet fibers, or hair is wrapped around the brushroll, extend cleaning time to allow the self-cleaning brushroll to remove it.
- If some hair or fibers remain wrapped around brushroll after continued use, remove the floor nozzle cover and carefully cut debris with scissors and remove from brushroll. See Cleaning the Brushroll section for more information.

Vacuum lifts area rugs.

- Make sure Power/Surface switch is set to Hard Floor (setting I).
- Suction is powerful. Take care when vacuuming area rugs or rugs with delicately sewn edges.

Brushroll does not spin in carpet cleaning mode.

- If the Brushroll Indicator Light turns red, immediately turn off and unplug the vacuum. Remove pod from floor nozzle and clear any blockages. Reconnect nozzle, plug in vacuum, and turn on power.
- With the power on, recline the handle, which will automatically turn on the brushroll.
- Ensure that the Power/Surface switch is set to Carpet (setting II) for brushroll to spin.

Vacuum turns off on its own or 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 restart the thermostat:

- Turn vacuum off and unplug it.
- Empty dust cup and clean filters (see Emptying the Dust Cup and Cleaning and Replacing the Filters.).
- Check for blockages in hose, accessories, and inlet openings.
- Allow unit to cool for a minimum of 45 minutes.
- Plug in vacuum and turn it on.

Vacuum is emitting air that smells bad.

- Dust cup may be full; empty dust cup. Empty dust: cup after each use for optimal odor neutralizer technology performance.
- 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 cartridge is installed in the dial and the dial is installed in the nozzle.
- Check the odor neutralizer technology dial on the nozzle to see what setting is enabled.
- If odor neutralizer technology dial is at any setting from Low to High and the cartridge has been installed for 6 months or longer, consider replacing it.
- If the odor 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 odor neutralizer technology cartridge is not emitting a scent, consider replacing it.

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® Rotator® with PowerFins® HairPro™ and Odor Neutralizer Technology Upright Vacuum.

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

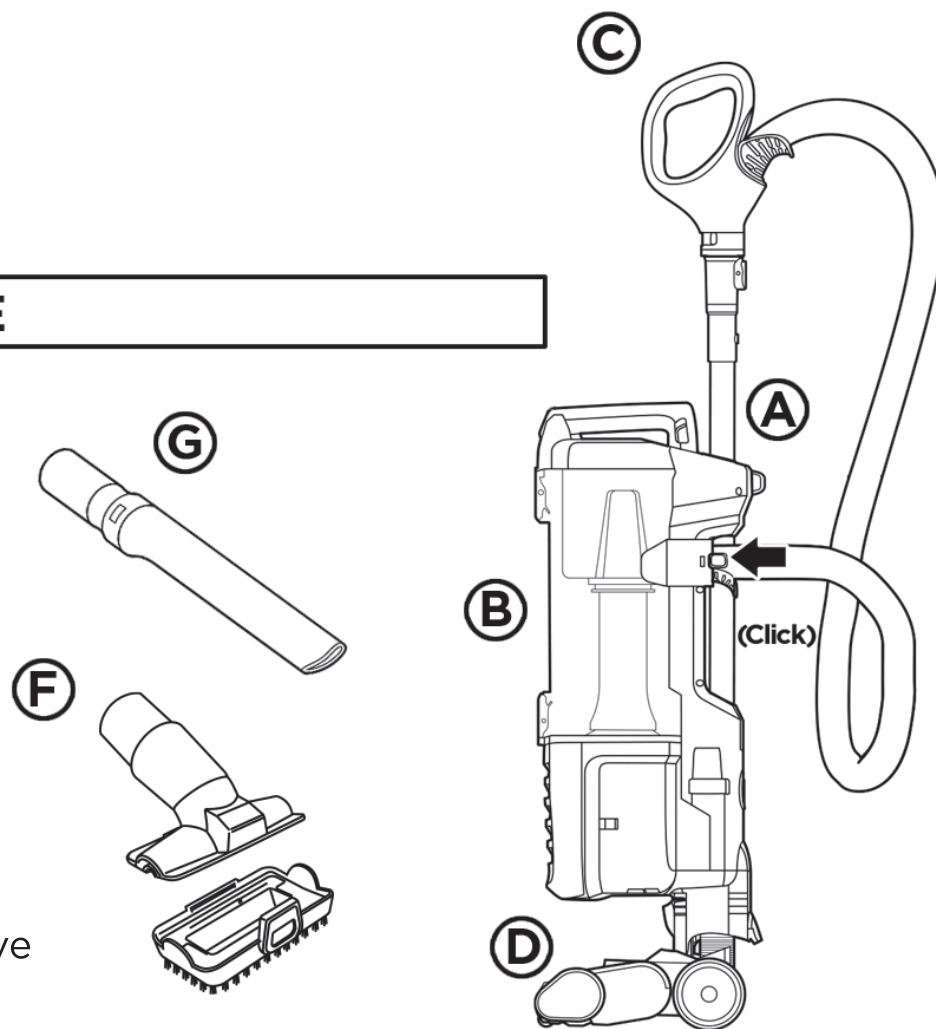
Shark

QUICK START GUIDE

WHAT'S INSIDE

- Ⓐ Wand
- Ⓑ Vacuum Pod
- Ⓒ Handle & Hose
- Ⓓ Floor Nozzle
- Ⓔ Odor Neutralizer Technology Dial
- Ⓕ Pet-Multi Tool
- Ⓖ Creavice Tool

NOTE: The images shown here are for illustrative purpose only. Wand may vary.



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SC: 08-29-2023

MODEL: ZU102_B

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