

Shark  
DETECT™  
PERFORMANCE

LIFT-AWAY™ ADV Upright Vacuum with  
DuoClean Detect,™ Self-Cleaning Brushroll,  
and Odor Neutralizer Technology

UV950



PLEASE READ THIS MANUAL CAREFULLY BEFORE OPERATING  
YOUR UNIT AND RETAIN FOR FUTURE REFERENCE.

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. **CAUTION** - Risk of injury. Nozzle may start unexpectedly. Unplug before cleaning or servicing.
5. Use only identical replacement parts.
6. 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.
7. Before use, carefully inspect all parts for any damage. **DO NOT** use if any parts are damaged.
8. The use of an extension cord is **NOT** recommended.
9. This vacuum cleaner contains no serviceable parts.
10. 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.
11. Always turn off the vacuum cleaner before connecting or disconnecting any motorized nozzles, hose, or other accessories.
  - a) Unplug before connecting Pet Multi-Tool and Pet Power Brush.
12. **DO NOT** handle plug or vacuum cleaner with wet hands.
13. **DO NOT** use without dust cup and/or filters in place.
14. Only use Shark® branded filters and accessories.
15. **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.
16. **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.
17. **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.
18. Keep nozzle and all vacuum openings away from hair, face, fingers, uncovered feet, or loose clothing.
19. If appliance is not working as it should, has been dropped, damaged, left outdoors, or dropped into water, contact a service center.
20. Use extra care when cleaning on stairs.
21. **DO NOT** leave the vacuum cleaner unattended while plugged in.
22. When powered on, keep the vacuum cleaner moving over the carpet surface at all times to avoid damaging the carpet fibers.
23. **DO NOT** place vacuum cleaner on unstable surfaces such as chairs or tables.
24. 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.
25. **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)
26. **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).
27. Turn off all controls before plugging in or unplugging the vacuum.

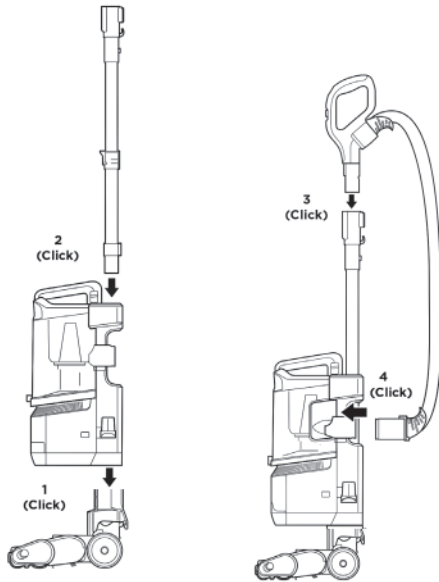
ODOR NEUTRALIZER TECHNOLOGY

28. 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

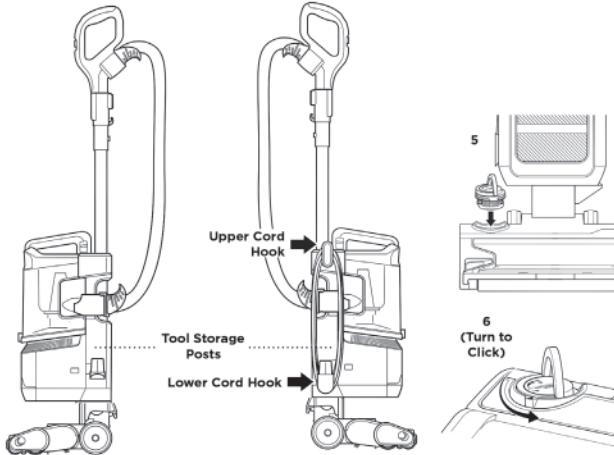
- a) Avoid contact with fabrics and finished surfaces.
  - b) Eye contact: Remove contact lenses if present. Rinse continuously with water for several minutes.
  - c) Skin contact: Wash hands thoroughly after handling. If irritation or rash develops, seek medical advice/attention.
  - d) Inhalation: 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.
29. Unplug from electrical outlet when not in use and before any maintenance or cleaning.
  30. Hand wash with water only. Washing with cleaning chemicals could damage the unit.
  31. During cleaning or routine maintenance, **DO NOT** cut anything other than hair, fibers, or string wrapped around the brushroll.
  32. Allow all filters to air-dry completely before replacing in the vacuum to prevent liquid from being drawn into electric parts.
  33. Make sure the dust cup and all filters are in place after routine maintenance.
  34. If provided, secure the power cord around the two cord hooks during storage.

ASSEMBLY

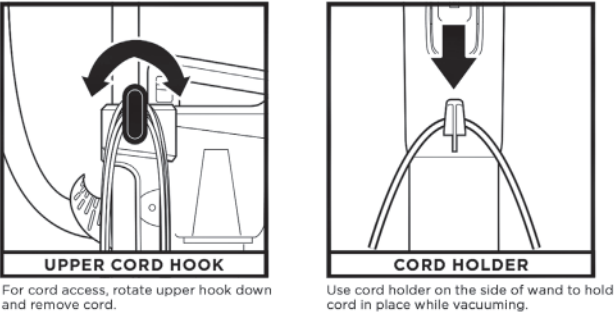


1. Place **Pod** down onto **Nozzle**.
2. Insert **Wand** into **Pod**.
3. Insert **Handle** into wand.
4. Attach **Hose** to back of pod.
5. Remove **Odor Neutralizer Technology Dial** from bag. Flip up the dial handle, align the teal arrows, then insert the dial into the nozzle.
6. To lock and engage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

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

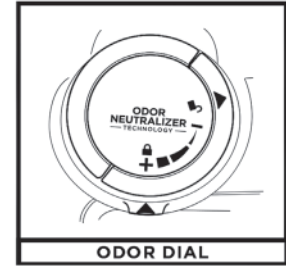


POWER CORD



TECHNOLOGY SETTINGS

SETTINGS



**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 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.  
• 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.



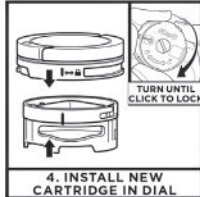
Remove the new odor cartridge from the sealed packaging. To maintain the life of the cartridge, keep it in the sealed packaging until you are ready to install it.



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.



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



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.

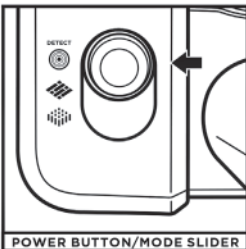


Dispose of the old cartridge by dropping it into the trash.

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

WHOLE-HOME CLEANING

SETTINGS

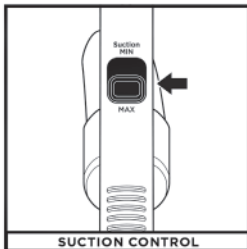


**Power**  
Press the button down to turn the vacuum on/off. Slide the button to select a surface mode:

- **Detect**  
Automatically detects floor type and adjusts the brushroll's speed for optimal performance.
- **Hard Floor**  
Manually adjusts brushroll speed to an optimal level for hard floors like wood or tile.
- **Carpet**  
Manually adjusts brushroll speed to an optimal level for low and high pile carpets.

**NOTE:** Floor Detect will be deactivated in manual modes.

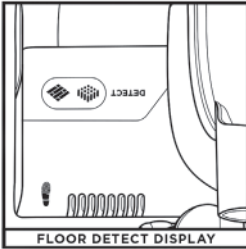
**NOTE:** For deep carpet cleaning per ASTM F608, use carpet mode with maximum suction.



The **Suction Control Slider** located on the handle allows you to manually adjust the suction of your vacuum.  
**MIN:** to reduce suction and increase maneuverability on thick carpets.  
**MAX:** For best cleaning performance on all floor types.

**NOTE:** The brushroll spins in all modes.

FLOOR DETECT™ INDICATOR

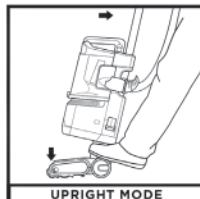


Floor Detect Technology senses surface changes and automatically adjusts brushroll speed to optimize your clean.

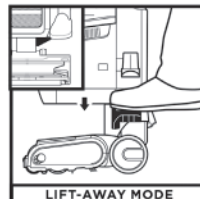
- **(L)** - Hard Floor
- **(R)** - Carpet

The images shown in this manual are for illustrative purposes only and may be subject to change.

CLEANING MODES



To engage **Brushrolls**, select a surface setting, step on floor nozzle and tilt handle back firmly.



Step on the pedal on the floor nozzle to lift off the pod.



Press the **Handle Release** button and pull up on the handle to detach it from the wand.



Press the **Wand Release** button and pull up on the wand to detach it from the pod.



Attach an optional cleaning accessory to handle or wand.



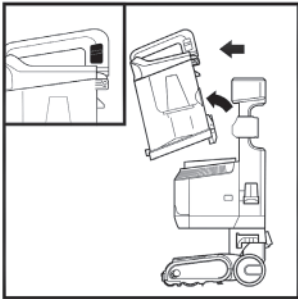
**NOTE:** All accessories are compatible with both the wand and the handle. Included accessories will vary by model.

SAVE THESE INSTRUCTIONS

EMPTYING THE DUST CUP

**IMPORTANT:** Unplug the power cord before performing any maintenance.

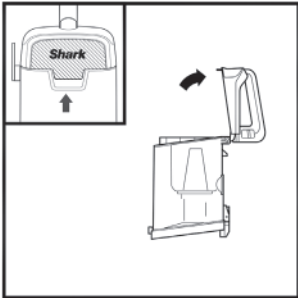
Empty the dust cup each time you vacuum and periodically during cleaning, when debris in the dust cup reaches the MAX fill line.



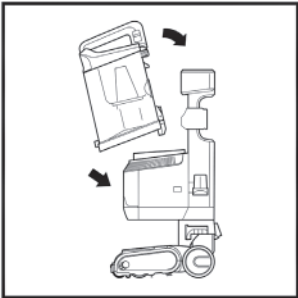
To remove the **Dust Cup**, slide up on the release button located on the side of dust cup handle. Tilt dust cup forward, then lift to remove.



To empty debris into the trash, press the lower release button and the bottom of the dust cup will drop open.



Clear debris from the **Lint Screen** in the dust cup. Lift the upper release tab at the top of the dust cup and open the lid. Gently brush the lint screen to remove debris.



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

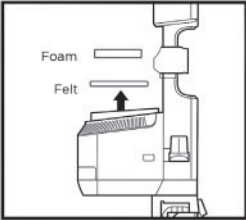
MAINTENANCE

CLEANING THE FILTERS

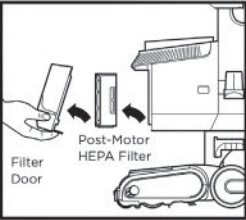
**Regularly rinse and replace the filters to maintain your vacuum's suction power and maximize the effectiveness of the Odor Neutralizer Technology.**

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 electronic parts.

**IMPORTANT: DO NOT** use soap when cleaning the filters.

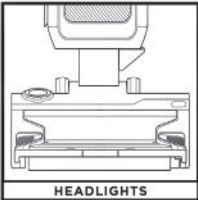


RINSE PRE-MOTOR FILTERS EVERY MONTH  
Remove the dust cup, then lift out **Filters**.



RINSE HEPA FILTER EVERY YEAR  
To remove the **HEPA Filter**, first pull the tab on the bottom of the filter door, then lift off the door. Press the tab on the side of the HEPA filter and pull out the filter. To reinstall the door, align the top first, then press in the bottom until it clicks into place.

HEADLIGHT INDICATOR LIGHTS



The headlights will flash or turn red to indicate issues that need attention.

**Solid White Lights:** The brushrolls are spinning and the unit is working as intended.  
**Solid Red Lights:** There is a jam in the brushroll area. Turn off the vacuum and unplug it, then remove any blockages in the nozzle.  
**Flashing Red Lights:** 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.  
**Flashing White Lights:** The vacuum is operating in an environment that is either too hot or too cold.

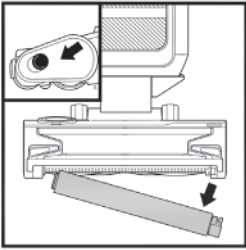
**NOTE:** For deep cleaning per ASTM F608 (embedded dirt in carpets) and IEC 62885-2 Cl 5.5 (debris on carpet) tests, please set to Carpet mode with MAX suction.  
**NOTE:** For best cleaning per ASTM F2607 (hard surface floor cleaning) and IEC 62885-2 Cl 5.3 (debris on hard floor) tests, please set to Hard Floor mode with MAX suction.  
**NOTE:** For maximum suction for above-floor cleaning per ASTM F558, set to Hard Floor mode.

NOZZLE MAINTENANCE

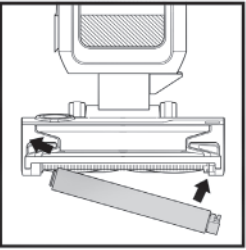
SELF-CLEANING BRUSHROLL

If any hair is wrapped around the brushroll, continue vacuuming, using Carpet/Low Pile 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.

CLEANING THE SOFT ROLLER



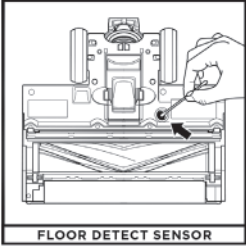
Slide the Soft Roller access button forward to release the Soft Roller.



Hand wash the Soft Roller as needed. Use only water, and allow it to air-dry completely for at least 24 hours. Reinsert the Soft Roller in the front of the nozzle until it clicks into place.

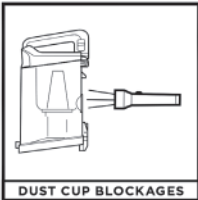
FLOOR DETECT™ SENSOR MAINTENANCE

Make sure to clean the Floor Detect sensor regularly, as hair and other debris may build up and obstruct it. If the sensor is partially obstructed, Detect mode will not function as expected. To easily access the nozzle for sensor cleaning, step on the Lift-Away® pedal to detach the vacuum pod from the nozzle.



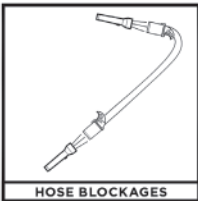
**CLEANING THE FLOOR DETECT SENSOR**  
1. Locate the Floor Detect sensor on the bottom of the nozzle.  
2. Use a cotton swab to wipe away dirt and debris from the sensor and surrounding area.

CHECKING FOR BLOCKAGES



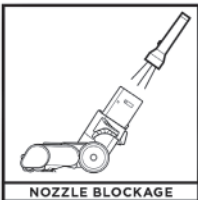
DUST CUP BLOCKAGES

Detach dust cup from vacuum pod. Empty dust cup and remove debris from lint screen in the top of the dust cup.



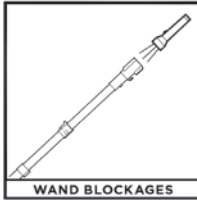
HOSE BLOCKAGES

Detach hose from handle by pressing on the release button at the top of the hose. Detach the hose from the pod, and check openings for blockages.



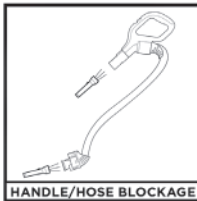
NOZZLE BLOCKAGE

Detach wand from floor nozzle, tilt nozzle neck back, and check opening for blockages.



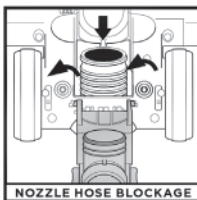
WAND BLOCKAGES

Detach wand from pod and handle and check both ends for blockage



HANDLE/HOSE BLOCKAGE

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



NOZZLE HOSE BLOCKAGE

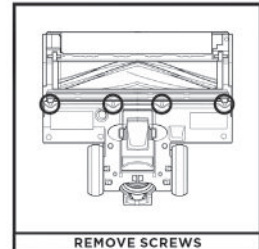
To access the nozzle hose, pinch the release touchpoints on the bottom of the nozzle, then lift the cover and clear any blockages.

NOZZLE MAINTENANCE

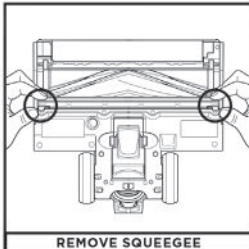
SQUEEGEE BRISTLE STRIP

If your vacuum has low suction or no suction, or if it is struggling to pick up debris while moving in reverse, then you'll need to remove and clean the Squeegee Bristle Strip on the bottom of the nozzle.  
To access the squeegee strip, step on the Lift-Away® pedal to detach the pod from the wand, then press the Wand Release button to detach the wand from the nozzle.

REMOVING THE SQUEEGEE BRISTLE STRIP



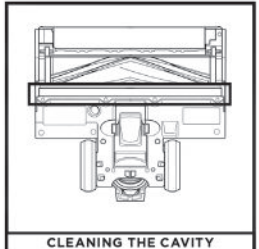
**REMOVE SCREWS**  
1. Turn the nozzle over and locate the squeegee bristle strip between the brushroll and the rear wheels. Use a Phillips-head screwdriver to remove the 4 screws.



**REMOVE SQUEEGEE**  
2. Remove the squeegee strip by pulling up on the fabric flaps on both ends of the strip.

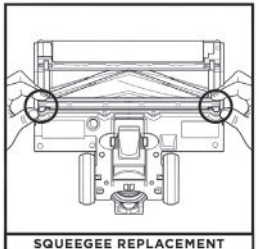
**NOTE:** Keep screws after removal.

CLEANING THE SQUEEGEE BRISTLE STRIP & CAVITY

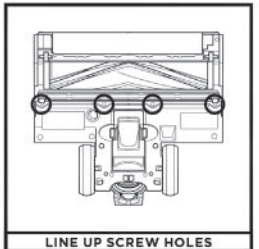


**CLEANING THE CAVITY**  
1. With the strip removed, clean the squeegee cavity and bristle strip. Use a paper towel to wipe off any debris or dust in the cavity and on the bristle strip.

REINSTALLING THE SQUEEGEE BRISTLE STRIP

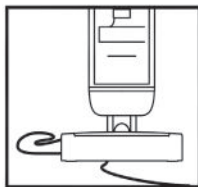


**SQUEEGEE REPLACEMENT**  
1. Hold the squeegee strip by the fabric flaps on the ends, with the bristle side facing up. Insert the plastic piece into the cavity first, while tilting the strip forward, toward the brushroll.



**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



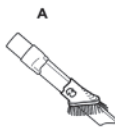
To minimize the risk of power cord damage, **DO NOT** run the vacuum over the power cord. If this occurs, immediately shut off power to the vacuum and remove the cord from the brushroll or nozzle.

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

INCLUDED ACCESSORIES

**A Duster Crevice Tool**  
Two cleaning tools in one. The crevice tool gives you extended reach to clean in tight spaces, while the soft brush is ideal for dusting delicate surfaces.



**B Pet Multi-Tool**  
A single convertible tool for cleaning tough pet messes two ways: use the stiff bristle brush to clean stuck-on debris, or take off the bristles to reveal an upholstery tool perfect for removing stubborn pet hair and large piles of debris.



**C Pet Power Brush**  
Picks up pet hair and loose debris. Powerfully deep-cleans dander out of upholstery and other surfaces.

**D Precision Duster Tool**  
This flexible tube contains a micro-duster crevice tool on the end for cleaning around delicate objects and in difficult-to-reach spots like car interiors and computer keyboards.

Accessory type and quantity may vary depending on the model.

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.

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

Vacuum lifts area rugs.

- Make sure the power button/mode slider is set to Hard Floor.
- Ensure the suction control slider on the handle is set to MIN.
- 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 headlight 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.
- If this problem persists on thick carpets, move the suction control slider to MIN.

Vacuum turns off on its own or headlight indicator lights flash red.

If your vacuum overheats, the thermostat will automatically turn off the motor. Perform the following steps to restart:

- Turn vacuum off and unplug it.
- Empty dust cup and clean filters. See Emptying the Dust Cup and Cleaning and Replacing the Filters sections for more information.
- Check for blockages in hose, wand, floor nozzle, accessories, and inlet openings.
- Allow unit to cool for a minimum of 60 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 which 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.

The Floor Detect™ display does not change when using Detect Mode.

- Step on the Lift-Away® pedal to detach the floor nozzle.
- Find the Floor Detect sensor on the bottom of the nozzle. Use a cotton swab to clear any debris from the sensor and the area around it.

TECHNICAL SPECIFICATIONS

Voltage: 120V~, 60Hz  
Watts: 780W

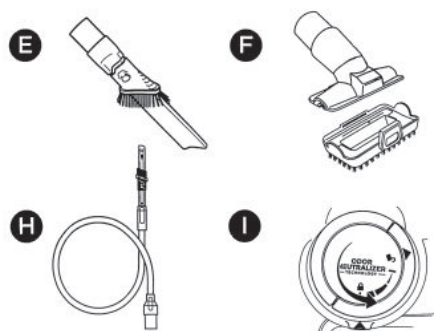
**NOTE:** In order to ensure the highest possible standard for refurbished items, all units are thoroughly inspected as part of the process. For this item, water may be used during the refurbishing process and so; you may notice some condensation in the water reservoir. It is recommended to rinse the water reservoir with fresh water prior to its first use.



# QUICK START GUIDE

## WHAT'S INSIDE

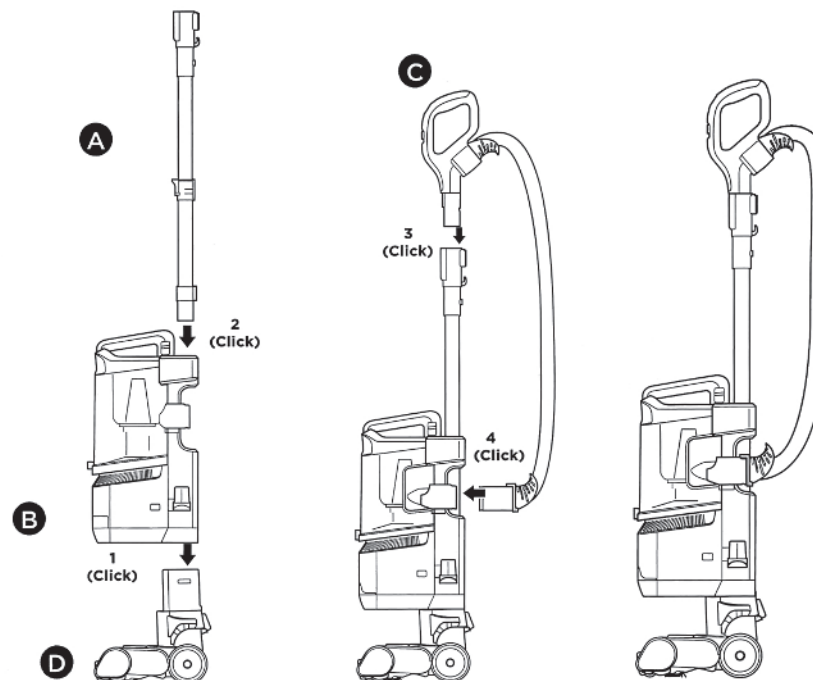
- |                              |                                                |
|------------------------------|------------------------------------------------|
| <b>A</b> Wand                | <b>F</b> Pet Multi-Tool                        |
| <b>B</b> Vacuum Pod          | <b>G</b> Pet Power Brush                       |
| <b>C</b> Handle & Hose       | <b>H</b> Precision Duster                      |
| <b>D</b> Floor Nozzle        | <b>I</b> Odor Neutralizer Technology Cartridge |
| <b>E</b> Duster Crevice Tool |                                                |



- Accessory type and quantity may vary depending on the model.
- The image shown in this guide are for illustrative purposes only and may be subject to change.
- In order to ensure the highest possible standard for refurbished items, all units are thoroughly inspected as part of the process. For this item, water may be used during the refurbishing process and so; you may notice some condensation in the water reservoir. It is recommended to rinse the water reservoir with fresh water prior to its first use.

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

## ASSEMBLY



1. Place **Pod** down onto **Nozzle**.
2. Insert **Wand** into **Pod**.
3. Insert **Handle** into wand.
4. Attach **Hose** to back of pod.

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.

