

Shark®

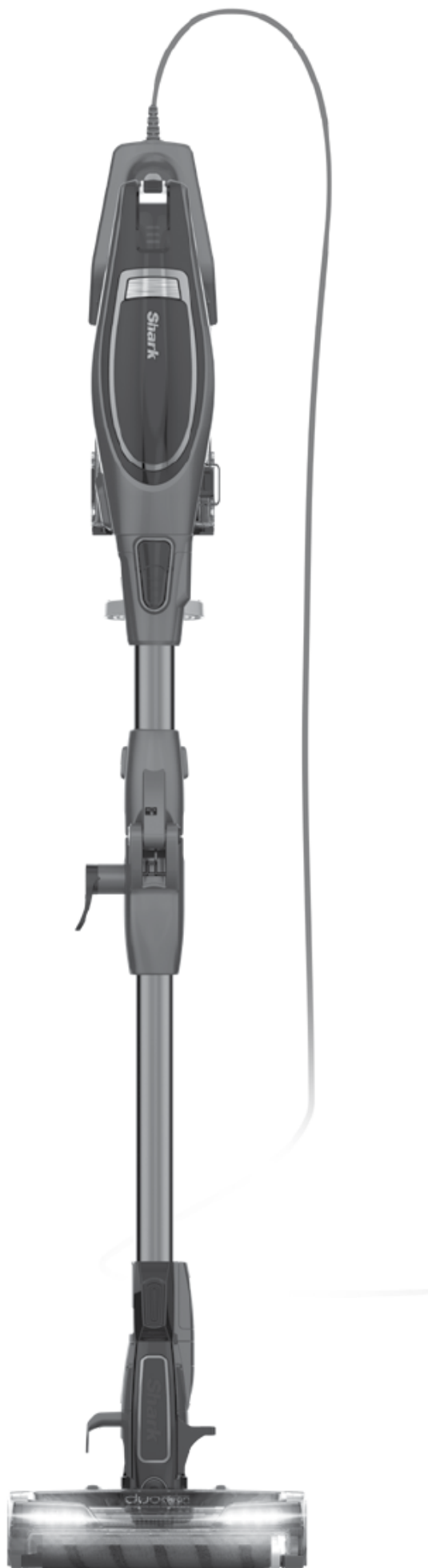
Shark DuoClean™

Corded Vacuum with Flexology™

HV390UK

Series

INSTRUCTIONS



sharkclean.eu



0800 862 0453

THANK YOU
for purchasing the Shark DuoClean™ Corded Vacuum with Flexology™



TIP: You can find the model and serial numbers on the QR code label which is located on the handheld vacuum.

REGISTER YOUR PURCHASE



registeryourshark.com



0800 862 0453



Scan QR code using mobile device

RECORD THIS INFORMATION

Model Number: _____

Serial Number: _____

Date of Purchase (Keep receipt): _____

Store of Purchase: _____

TECHNICAL SPECIFICATIONS

Voltage: 220-240V, 50-60Hz

Watts: 450W

Amps: 5A

PLEASE READ CAREFULLY AND KEEP FOR FUTURE REFERENCE.

This instruction manual is designed to help you get a complete understanding of your new Shark DuoClean™ Corded Vacuum with Flexology™

If you have any questions, please call the Customer Service line on 0800 862 0453



IMPORTANT SAFETY INSTRUCTIONS

FOR HOUSEHOLD USE ONLY

⚠ WARNING

This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety. Children should be supervised to ensure they do not play with the appliance.

CAUTION: THE MOTORISED FLOOR NOZZLE, WAND, AND HANDHELD VACUUM CONTAIN ELECTRICAL CONNECTIONS:

- These are **NOT** serviceable parts.
 - **DO NOT** use to suck up water.
 - **DO NOT** immerse in water when cleaning.
 - The handle/wand should be checked regularly and must not be used if damaged.
-

- 1** Inspect power cord and plug for any damage before use. If the supply cord is damaged, it must be replaced by SharkNinja Operating LLC, its service agent or similarly qualified persons in order to avoid a hazard. **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 supply cord secured around the two cord hooks.
- 2 DO NOT** use outdoors or on wet surfaces. Use only on dry surfaces.
- 3** The plug must be removed from the socket-outlet before cleaning or maintaining the appliance.
- 4** If vacuum cleaner is not working as it should, or has been dropped, damaged, left outdoors, or immersed in water, return it to Euro-Pro Europe Ltd for examination, repair, or adjustment.
- 5 DO NOT** pull or carry vacuum cleaner by the cord or use the cord as a handle.

- 6 DO NOT** unplug by pulling on cord. Grasp the plug, **NOT** the cord.
- 7 DO NOT** handle plug or vacuum cleaner with wet hands.
- 8 DO NOT** run the vacuum cleaner over the power cord, close a door on the cord, or pull the cord around sharp corners.
- 9** The use of an extension cord is **NOT** recommended.

- 10 DO NOT** leave vacuum cleaner unattended when plugged in.
- 11** Keep cord away from heated surfaces.
- 12 ALWAYS** turn off this appliance before connecting or disconnecting motorized nozzle.

GENERAL USE

- 13** Use only as described in this manual.
- 14** Keep your work area well lit.
- 15** Keep the vacuum cleaner moving over the carpet surface at all times to avoid damaging the carpet fibres.
- 16 DO NOT** place vacuum cleaner on unstable surfaces such as chairs or tables.
- 17 DO NOT** put any objects into openings. **DO NOT** use with any opening blocked; keep free of dust, lint, hair, and anything that may reduce airflow.
- 18 DO NOT** allow the appliance to be used by children. Close attention is necessary when used near children. This is not a toy.

GETTING TO KNOW YOUR Shark DuoClean™ Corded Vacuum with Flexology™

WELCOME!

Congratulations on your purchase. Use this instruction manual to learn about your new vacuum's great features. From assembly to use to maintenance, you will find it all in here.

MAIN UNIT

- A** Power/Selector Switch
- B** Handheld Vacuum
- C** Dust Cup Release
- D** Dust Cup Empty Button
- E** Flexology™ Wand Release
- F** Flexology™ Storage Carry Handle
- G** Flexology™ Lock Release Button
- H** Upper Cord Wrap Hook
- I** Flexology™ Wand
- J** Lower Wand Release Pedal
- K** Motorised Floor Nozzle
- L** Lower Cord Wrap Hook
- M** Brushroll Garage Release Buttons
- N** Headlights

ASSEMBLING YOUR VACUUM

⚠ WARNING: This vacuum does not stand up on its own. Using the unit when it lacks stability may result in personal injury. To place in Flexology™ Storage mode, press the Flexology™ Lock Release Button and gently fold the handheld vacuum forward toward the floor nozzle.

NOTE: Before vacuuming your delicate area rugs or carpet, refer to the manufacturer's recommended cleaning instructions.

WHAT DOES THE BRUSHROLL INDICATOR LIGHT MEAN?

Solid Green

The brushrolls are on and working as they should.

Solid Red

There is a jam in the brushroll area. Turn your vacuum off and remove the blockage.

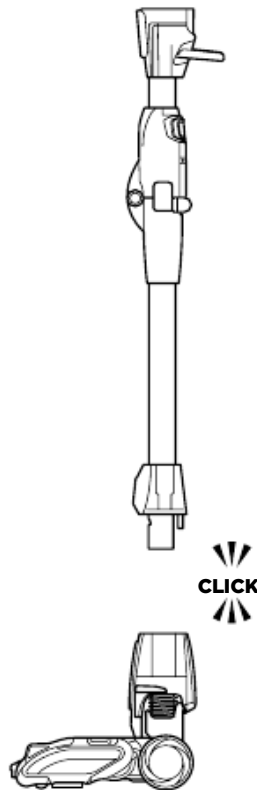
No Light

The brushrolls are not spinning.

DID YOU KNOW?

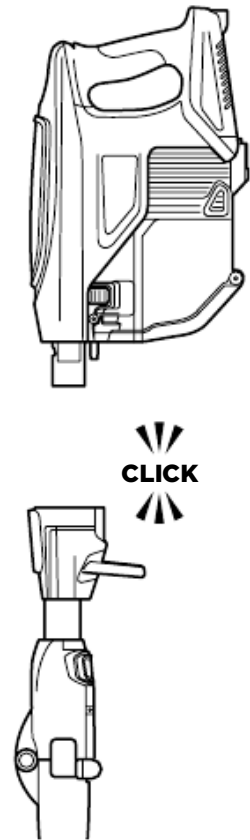
The motorised floor nozzle has LED headlights that illuminate the floor surface being cleaned. The lights turn on automatically in either speed setting.

STEP 1



- 1 Insert the wand into the motorised floor nozzle connector, pressing it in until it clicks securely into place.


STEP 2



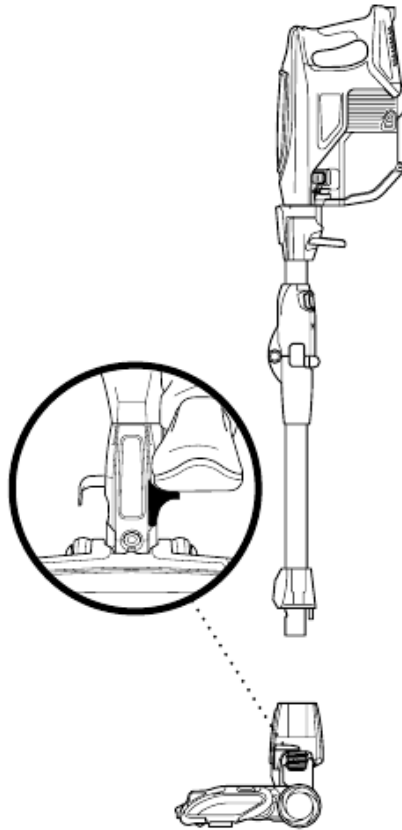
- 2 Insert the handheld vacuum into the top of the wand, pressing it in until it clicks securely into place.

USING YOUR VACUUM IN ABOVE-FLOOR MODE

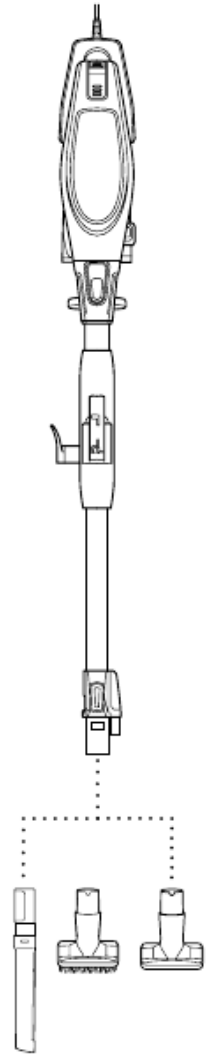
NOTE: Both power settings provide the same suction power.

 **TIP:** You can attach the handheld vacuum directly to the motorised floor nozzle for convenient stair cleaning.

STEP 1



STEP 2



For Long-Reach Cleaning:

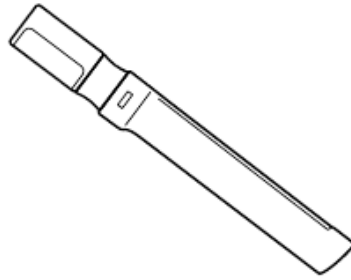
- 1** Stand the vacuum upright. Step on the foot pedal and pull the wand up to disconnect it from the motorised floor nozzle.
- 2** Attach desired cleaning accessory to the wand. Press Flexology™ button to vacuum with wand at an angle.

ACCESSORIES

There are a variety of accessories that are compatible with this vacuum series.

The top flap of your box shows the select accessories that are included with your model.

To purchase additional accessories, visit sharkaccessories.eu



A Crevice Tool

Clean tight spaces or reach skirting boards and ceilings with this slim crevice tool.



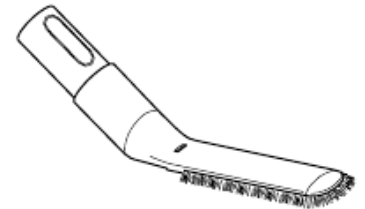
B Dusting Brush

Great for dusting a multitude of surfaces such as shelves, skirting boards, window frames, and more.



C Upholstery Tool

Perfect for large-particle pickup, dusting, and removing pet hair and lint from furniture and other upholstered surfaces.



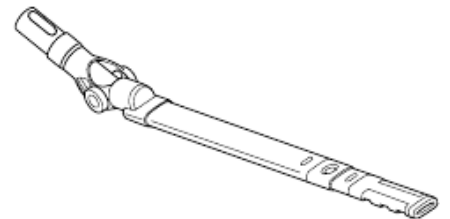
D Anti-Allergen Dust Brush

Nylon fibre bristles specially designed for removing fine dust and allergen particles from the most delicate surfaces.



E Deep-Cleaning Motorised Pet Tool

Motorised compact brush powerful enough to remove deeply embedded allergens, dirt, and hair from multiple surfaces.



F Under Appliance Wand

Pivoting wand that extends to clean under appliances and on top of furniture.

MAINTAINING YOUR VACUUM

⚠ WARNING: To reduce the risk of shock and unintended operation, turn off power and unplug unit before servicing.

⚠ WARNING: Hand wash filters only with water to prevent damage from cleaning chemicals. Allow ALL filters to air-dry completely before replacing them in the vacuum to prevent liquid from being drawn into electric parts.

★ IMPORTANT: Clean the dust screen inside the dust cup as required.

NOTE: Empty dust cup when debris reaches the MAX fill line.

RECOMMENDED FILTER CLEANING SCHEDULE:

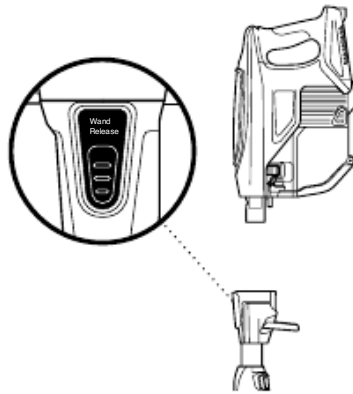
Pre-Motor Filter Kit

(Foam & Felt)
Clean once a month.

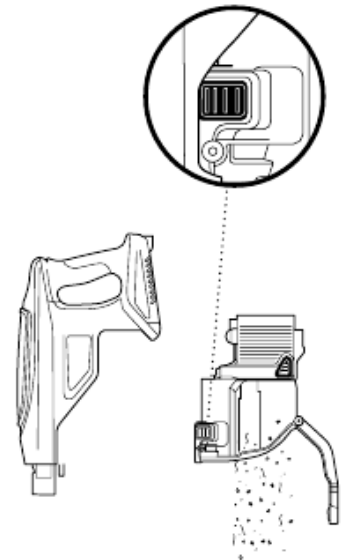
Post-Motor Filter

Clean every 9 months.

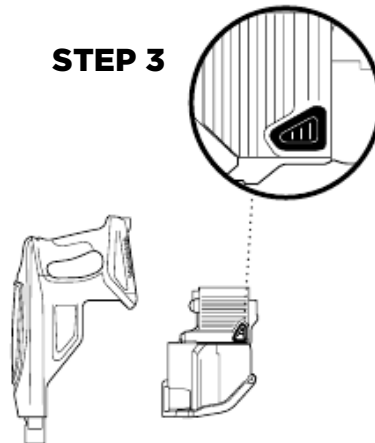
STEP 1



STEP 2



STEP 3



EMPTYING THE DUST CUP

- 1 Disconnect the handheld vacuum by pressing the Wand Release button on the top of the wand.
- 2 To remove the dust cup from the handheld vacuum, squeeze the two Dust Cup Release buttons on either side of the base then pull out.
- 3 Hold dust cup over a bin and press the Empty button on the front of the dust cup. Close the bottom lid and insert dust cup back into handheld vacuum, pressing it until it clicks.

MAINTAINING YOUR VACUUM - CONT.

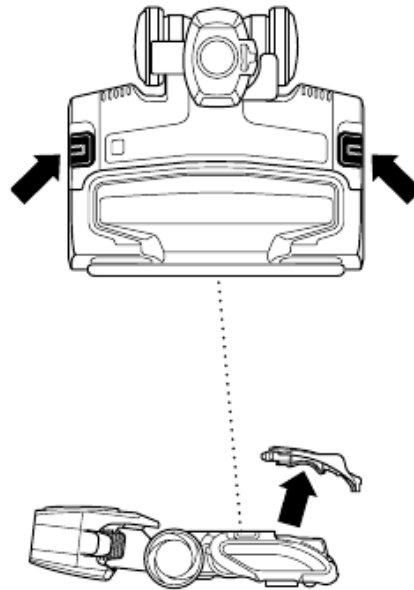
⚠ WARNING: To reduce the risk of shock and unintended operation, turn off power and unplug unit before servicing.

⚠ WARNING: When cleaning brushroll, be sure to not cut anything other than hair, string, fibres, or other debris.

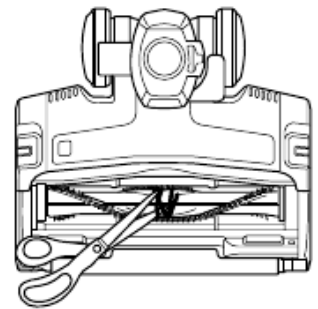
💡 TIP: If nozzle headlights are flashing, then the brushroll garage is not completely closed. Ensure the garage is completely closed by pressing down firmly on both sides.

NOTE: Heavy usage over time may require minimal upkeep to maintain your vacuum's appearance.

STEP 1



STEP 2



MAINTAINING THE BRUSHROLL

- 1 Open the brushroll lid by sliding both release buttons away from you, toward the back of the nozzle, then lifting off the lid. Remove any string, hair, or debris that may be wrapped around the brushroll by running scissors along the guide on the brushroll.
- 2 Press down on both sides of the lid until it clicks into place.

TROUBLESHOOTING GUIDE

⚠ WARNING: To reduce the risk of shock and unintended operation, turn off power and unplug unit before servicing.

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

(Refer to Maintenance section for more information.)

- Check filters to see if they need cleaning. Follow instructions for rinsing and completely air-drying the filters before reinserting into the vacuum.
- Dust cup may be full; empty dust cup.
- Check floor nozzle for blockages; clear blockages if required.
- Remove any string, carpet fibres, or hair that may be wrapped around the brushroll and Soft Roller or trapped behind the Soft Roller.

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 and restart with the Power/Selector slider switch.

Brushroll/Soft Roller does not spin.

- If Brushroll Indicator Light on the floor nozzle turns red, the brushroll and/or Soft Roller have stopped spinning. Immediately turn off and unplug vacuum and remove blockage before reconnecting and turning vacuum back on.
- If Brushroll Indicator Light on the floor nozzle is green, the blockage has been successfully cleared. If the light is still red, please contact Customer Service on 0800 862 0453.
- If nozzle LED headlights are flashing, this means the brushroll garage is not completely closed. Turn off and unplug the vacuum. Ensure the brushroll garage is closed by inserting the tabs on the lid into the slots, then pressing down on both sides of the lid until it clicks into place.

Vacuum turns off on its own.

This vacuum is equipped with a motor-protective thermostat so the vacuum will shut off if it overheats. Should this occur, perform the following steps to restart the motor-protective thermostat:

1. Turn off vacuum and unplug it.
2. Empty dust cup and clean filters (see Maintenance section).
3. Check for blockages in hose, accessories, and inlet openings.
4. Allow unit to cool for a minimum of 45 minutes.
5. Plug in vacuum and turn it on.

Note: If vacuum still does not start, contact Customer Service on 0800 862 0453



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