

# **Shark**

## **DuoClean® Powered Lift-Away® with Anti Hair Wrap Brush-Roll Upright Vacuum**

NZ850UK Series

### **INSTRUCTIONS**


---



THANK YOU




for purchasing the Shark® DuoClean® Powered Lift-Away® with Anti Hair Wrap Brush-Roll Upright Vacuum



 **TIP:** You can find the model and serial numbers on the QR code label located on the back of your unit.

REGISTER YOUR PURCHASE

TO BENEFIT FROM YOUR PRODUCT'S EXTENDED GUARANTEE, SIMPLY REGISTER YOUR PURCHASE AT:

-  [sharkclean.co.uk/register-guarantee](https://sharkclean.co.uk/register-guarantee)
-  0800 862 0453
-  Scan QR code using mobile device

Please note, products purchased directly from Shark are automatically registered.

Benefits of registering your product and creating an account:

- Get easier, faster product support and access to guarantee information
- Access troubleshooting and product care instructions
- Be among the first to know about exclusive product promotions

RECORD THIS INFORMATION

Model Number: \_\_\_\_\_

Serial Number \_\_\_\_\_

Date Code: \_\_\_\_\_

Date of Purchase (Keep receipt): \_\_\_\_\_

Store of Purchase: \_\_\_\_\_

TECHNICAL SPECIFICATIONS

Voltage: 220-240V~, 50-60Hz

Watts: 800W

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® Powered Lift-Away® with Anti Hair Wrap Brush-Roll Upright Vacuum.

If you have any questions, please call the customer service line on 0800 862 0453.



# IMPORTANT SAFETY INSTRUCTIONS

# SAVE THESE INSTR

FOR HOUSEHOLD USE ONLY • PLEASE READ ALL INSTRUCTIONS  
BEFORE USING THIS VACUUM.

IF YOU HAVE DELICATE OR WOOL CARPETS, PARTICULARLY LOOP PILE,  
PLEASE TRY THE VACUUM ON A HIDDEN AREA FIRST TO ENSURE THE  
SPINNING BRUSH-ROLLS DO NOT DAMAGE OR UNPICK CARPET FIBRES.

## ⚠ WARNING

REDUCE THE RISK OF FIRE, ELECTRIC SHOCK, INJURY,  
OR PROPERTY DAMAGE:

⚠ **WARNING:** Children should be supervised to ensure that they do not play with the appliance.

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.

### GENERAL WARNINGS

- 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 motorised brush-roll to ingest the cord. If this occurs, immediately shut off power to the vacuum and remove the cord.
- 2 Your vacuum cleaner consists of a motorised nozzle, wand, hose, and/or vacuum pod. This device contains electrical connections, electrical wiring, and moving parts that potentially present risk to the user.
- 3 Use only identical replacement parts.
- 4 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.
- 5 Before use, carefully inspect all parts for any damage. **DO NOT** use if any parts are damaged.
- 6 The use of an extension cord is **NOT** recommended.
- 7 **CAUTION:** This vacuum cleaner contains electrical connections. This vacuum contains no serviceable parts.

### USE WARNINGS

- 8 This appliance can be used by persons with reduced physical, sensory or mental

- 9 **DO NOT allow the appliance to be used by children.** Keep the appliance and its cord out of reach of children. Do not allow to be used as a toy. Close supervision is necessary when used near children.

### CLEANING AND USE

- 10 Always turn off the vacuum cleaner before connecting or disconnecting any motorised 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. Damage caused by the use of non-Shark parts may not be covered by your guarantee.
- 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 motorised floor nozzle become

**GETTING TO KNOW YOUR SHARK® DUOCLEAN® POWERED  
LIFT-AWAY® WITH ANTI HAIR WRAP BRUSH-ROLL UPRIGHT VACUUM**

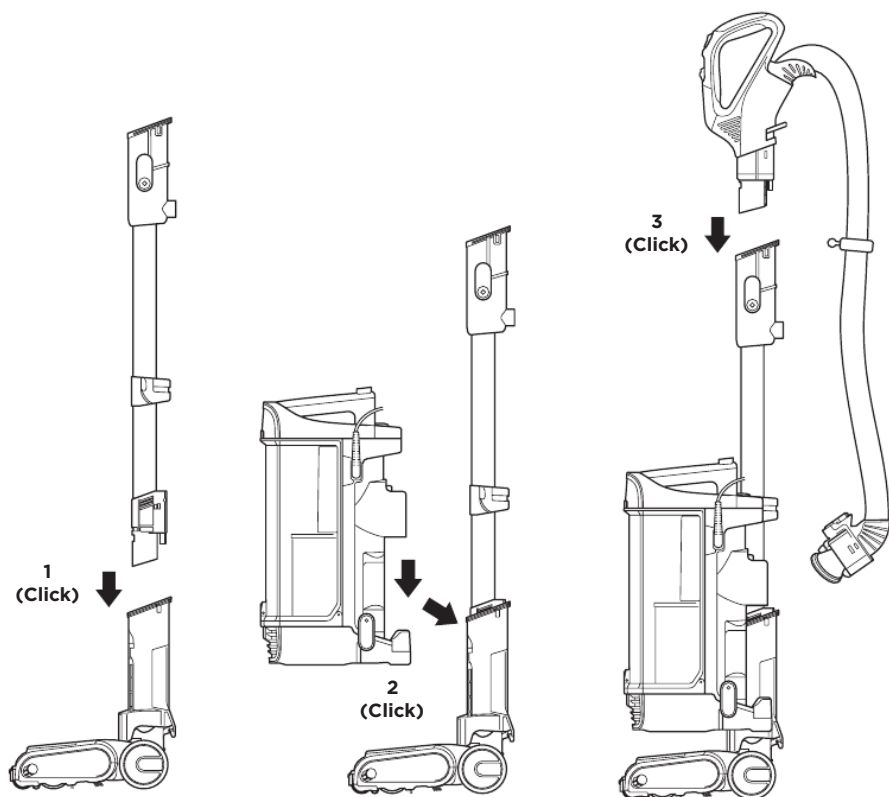
---

**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**

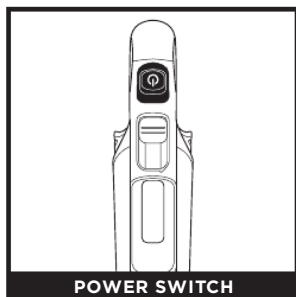
- A** Power Switch
- B** Handle Release Button
- C** Surface Selector
- D** Hose Clip
- E** Hose
- F** Upper Cord Hook
- G** Powered Lift-Away® Button
- H** Wand Release Button
- I** Lift-Away® Pod
- J** Dust Cup Release Button
- K** Dust Cup Empty Latch
- L** Wand
- M** Lower Cord Hook
- N** Motorised Floor Nozzle
- O** Filter Access
- P** Brush-Roll Indicator Light
- Q** Headlights
- R** Brush-Roll Garage
- S** Anti-Hair Wrap Brush-Roll
- T** Brush-Roll Release
- U** Soft Roller



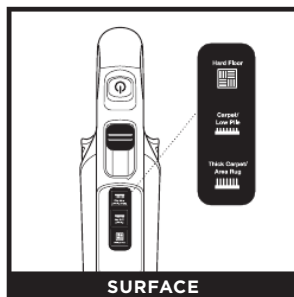
1. Place motorised **Nozzle** on floor and insert **Wand**, pressing it in until it clicks securely into place.
2. Place **Pod** onto wand and slide down to connect.
3. Insert **Handle** into wand, pressing it in until it clicks securely into place.
4. Connect **Hose** to back of pod, pressing it in until it clicks securely into place.
5. Store included accessories on the **Accessory Posts** on the pod.

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

## SETTINGS



Press power button to turn on vacuum. Please note the brush-rolls will not spin until you have stepped on the floor nozzle and tilted the handle back.



### Thick Carpet & Area Rug Cleaning

Slide the surface switch to the top position to select Thick Carpet/Area Rug.

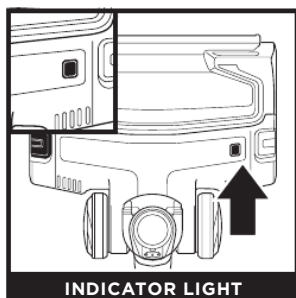
### Carpet & Low Pile Cleaning

Slide the surface switch to the middle position to select Carpet/Low Pile to increase the speed of the brush-rolls and to help remove stuck-on dust and debris.

### Hard Floor Cleaning

Slide the surface switch to the bottom position to select Hard Floor.

## BRUSH-ROLL INDICATOR LIGHT



### WHAT DOES THE BRUSH-ROLL INDICATOR LIGHT MEAN?

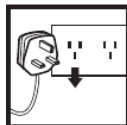
**Solid Green:** The brush-rolls are spinning and working as they should.

**Solid Red:** There is a jam in the brush-roll area. Turn off the vacuum and unplug it, then remove any blockages in the nozzle.

**Flashing Red:** The motorised 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.

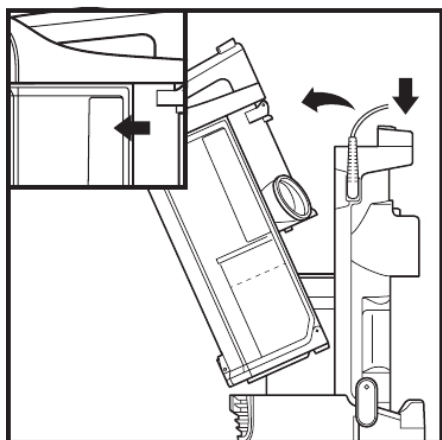
**Flashing Green:** The vacuum is operating in an environment that is either too hot or too cold. This vacuum will only function properly in temperatures ranging from 32°F (0°C) to 104°F (40°C). Turn the vacuum off and adjust the room temperature. Once the temperature has reached the operating range,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

## EMPTYING THE DUST CUP

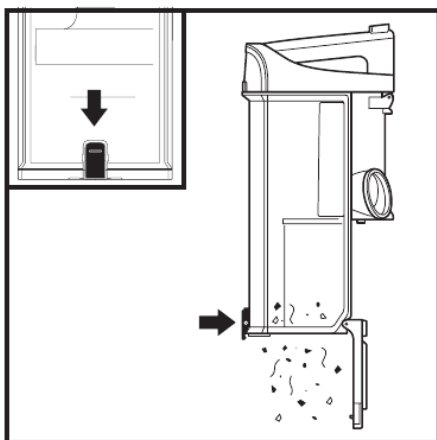


**IMPORTANT:** Unplug the cord before performing any maintenance.

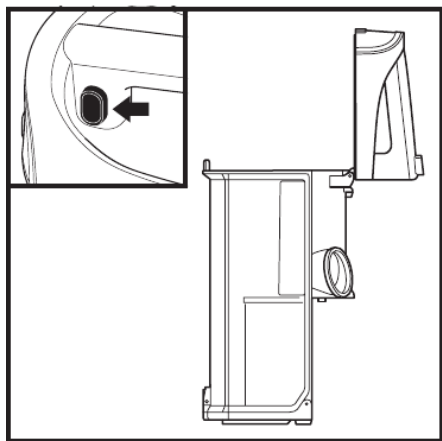
**NOTE:** Empty the dust cup when or before the debris reaches the max fill line.



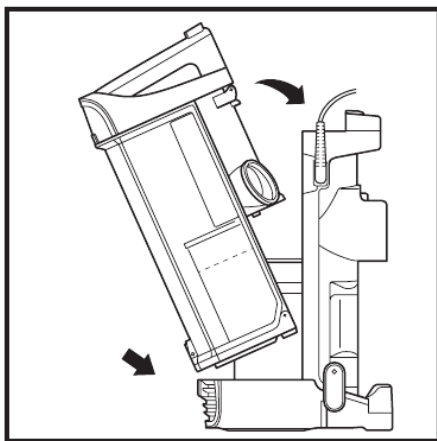
To remove **Dust Cup**, press release button on top of the pod. Tilt dust cup away from wand, then lift to remove.



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



To remove collected debris from **Lint Screen**, press top release buttons either side of the handle and lift handle to access screen.



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

### NOZZLE MAINTENANCE

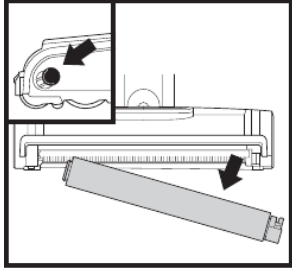
#### ANTI HAIR WRAP BRUSH-ROLL

If any hair is wrapped around the brush-roll, 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 Anti Hair Wrap brush-roll to remove the hair wrap and send it to the dust cup.

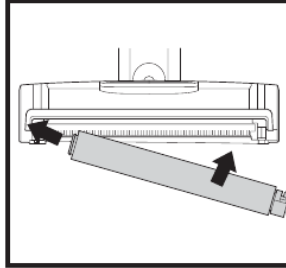
If you run over a hard or sharp object or notice a noise change while vacuuming, check for blockages or objects caught in the brush-roll.

If some fibres remain wrapped around the brush-roll after continued use, clear them from the brush-roll.

#### 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.



**NOTE:** Not all accessories come with all units. For a list of the accessories included with this model, see the top inside flap of the box. To order additional accessories, visit [sharkclean.co.uk](http://sharkclean.co.uk).

#### A Crevice Tool

This slender tool offers extended reach to access corners, kick boards and skirting boards, tight spaces, and ceilings.

#### B Upholstery Tool

Picks up hair, dust, and large debris from mattresses, sofas, curtains, lampshades, and other delicate upholstered fabrics.

#### C Multi Surface Tool

A single convertible tool. 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.

#### D 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.

#### E Pet Power Brush

The turbine brush loosens and removes pet hair is ideal for removing debris from stairs, and powerfully deep-cleans dander out of upholstery and other surfaces.

#### F Under-Appliance Wand

Clean under and behind hard-to-move appliances and furniture with this adjustable tool. Flip the extension piece over to clean the underside of appliances.

#### G Anti-Allergen Dust Brush

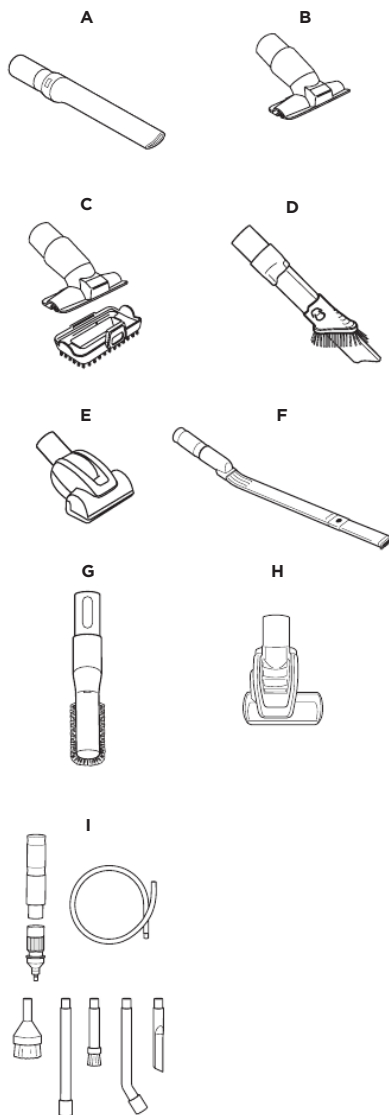
This brush features nylon fibre bristles specifically designed for removing fine dust and allergen particles from the most delicate surfaces.

#### H Anti Hair Wrap Pet Power Brush

Tackles pet hair and ground-in dirt from carpeted stairs and upholstery, while actively removing hair wrap as it cleans.

#### I Home & Car Detail Kit

Deep-clean your car or hard-to-reach areas in your home. Micro-sized tools let you clean around delicate objects and access the tightest spaces like car vents and computer keyboards.



## FIVE (5) YEAR LIMITED GUARANTEE

When a consumer buys a product in the UK, they get the benefit of legal rights relating to the quality of the product (your "statutory rights"). You can enforce these rights against your retailer. However, at Shark® we are so confident about the quality of our products that we give you an additional manufacturer's warranty of up to five years upon registration with Shark. Offer valid only in United Kingdom and Republic of Ireland. These terms and conditions relate to our manufacturer's guarantee only – your statutory rights are unaffected. The conditions below describe the prerequisites and scope of our guarantee.

### Shark® Guarantees

A household appliance like a vacuum cleaner constitutes a sizeable investment. Your new machine needs to work properly for as long as possible. The guarantee it comes with is an important consideration - and reflects how much confidence the manufacturer has in its product and manufacturing quality.

Every Shark machine comes with a free parts and labour guarantee. Our customer service helpline (0800 862 0453) is open from 9.00am to 6.00pm Monday - Friday. It's free to call, and you'll be put straight through to a Shark representative. You'll also find online support at [sharkclean.co.uk](http://sharkclean.co.uk).

### How do I register my extended Shark® guarantee?

If you have purchased your vacuum directly from [sharkclean.co.uk](http://sharkclean.co.uk) your extended guarantee is registered automatically. You can also register your guarantee online within 28 days of purchase. To save time, you'll need the following information about your machine:

- Date you purchased the machine (receipt or delivery note)
- Model Number

### IMPORTANT

- Both the 1 year and the extended 4 years guarantee will only cover your product from the date of purchase.
- Please keep your receipt at all times. Should you need to use your extended guarantee we will need your receipt to verify the information you have supplied to us is correct. The inability to produce a valid receipt may invalidate your ability to claim against your guarantee.

### What are the benefits of registering my free Shark® guarantee?

When you register your guarantee we'll have your details to hand if we ever need to get in touch. You can also receive tips and advice on how to get the best out of your Shark vacuum and hear the latest news about new Shark® technology and launches.

If you register your guarantee online, you'll get instant confirmation that we've received your details.

### How long are new Shark® machines guaranteed for?

Our confidence in our design and quality control means that your new Shark vacuum cleaner is guaranteed for a total of five years (1 year plus an extended guarantee of 4 years).

### What is covered by the free Shark® guarantee?

At Shark's discretion repair or replacement of your Shark machine, including all parts and labour. A Shark guarantee is in addition to your legal rights as a consumer.

### What is not covered by the free Shark® guarantee?

- Blockages – for details of how to unblock your vacuum cleaner, please refer to the Operating Manual.
- Normal wear and tear such as brush bar, fuse, belt etc.
- Accidental damage, faults caused by negligent use or care, misuse, neglect, careless operation or handling of the vacuum cleaner which is not in accordance with the Shark Operating Manual supplied with your machine.
- Use of the vacuum cleaner for anything other than normal domestic household purposes.
- Use of parts not assembled or installed in accordance with the operating instructions.
- Use of parts and accessories which are not Shark Genuine Components.
- Faulty installation (except where installed by Shark).
- Repairs or alterations carried out by parties other than Shark or its agents.

### What happens when my guarantee runs out?

Shark does not design products to last for a limited time. We do appreciate that there may be a desire for our customers to want to repair their vacuum cleaners after the guarantee has lapsed. In this case please contact our Freephone customer service help line and ask about our out of guarantee program, on 0800 862 0453.

### Where can I buy genuine Shark® spares and accessories?

Shark spares and accessories are developed by the same engineers who developed your Shark vacuum. You'll find a full range of accessories, spares and replacement parts for all Shark machines at [sharkclean.co.uk](http://sharkclean.co.uk). Only use Shark branded filters and accessories. Damage caused by use of non-Shark parts may not be covered by your guarantee.



**SharkNinja Europe Limited,  
3150 Century Way, Thorpe Park,  
Leeds, LS15 8ZB, UK  
+44 (0)800 862 0453  
[www.sharkclean.co.uk](http://www.sharkclean.co.uk)**

**SharkNinja Germany GmbH  
c/o Regus Management GmbH,  
Excellent Business Center 10  
+11/Stock, Westhafenplatz 1,  
60327 Frankfurt am Main, Germany  
[www.sharkclean.eu](http://www.sharkclean.eu)**

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.

DUOCLEAN, POWERED LIFT-AWAY and SHARK are registered trademarks SharkNinja Operating LLC.

© 2021 SharkNinja Operating LLC.  
NZ850UK\_Series\_IB\_MP\_210310\_Mv1  
PRINTED IN CHINA

 **@sharkcleaninguk**

 **@sharkcleanuk**

 **@sharkcleanuk**