

Shark WANDVAC™ SYSTEM **Cordless Handheld Vacuum**

WV361UK/WV362UK Series
INSTRUCTIONS




THANK YOU

for purchasing the Shark® Cordless Handheld Vacuum



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.

RECORD THIS INFORMATION

Model Number: _____

Date of Purchase (Keep receipt): _____

Store of Purchase: _____


TECHNICAL SPECIFICATIONS

Voltage: 11.1v ---

PLEASE READ CAREFULLY AND KEEP FOR FUTURE REFERENCE.

This instruction manual is designed to help you get a complete understanding of your new Shark® Vacuum.

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

 **TIP:** You can find the model and serial numbers on the QR code label which is located on the bottom of the dust cup.



IMPORTANT SAFETY INSTRUCTIONS

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

To reduce the risk of shock and unintended operation, turn off power
and remove the ION Power Pack battery before servicing.

NOTE: 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:

- 1

This vacuum consists of a motorised nozzle, wand, and handheld vacuum. These components contain electrical connections, electrical wiring, and moving parts that potentially present risk to the user.
- 2

Before each use, carefully inspect all parts for any damage. If a part is damaged, discontinue use.
- 3

Use only identical replacement parts.
- 4

This vacuum contains no serviceable parts.
- 5

Use only as described in this manual. **DO NOT** use the vacuum for any purpose other than those described in this manual.
- 6

With the exception of the filters and dust cup, **DO NOT** expose any parts of the vacuum to water or other liquids.
- 7

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.
- 8

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 done by children.
- 9

Always turn off the vacuum before connecting or disconnecting any current carrying hoses, motorised nozzles, chargers, batteries, or other electrical or mechanical parts.
- 10

DO NOT handle plug or vacuum with wet hands.
- 11

DO NOT use without dust cup, filters, and brush-roll in place.
- 12

Only use Shark® branded filters and accessories. Damage caused by non-Shark filters and accessories may not be covered by the warranty.
- 13

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.
- 14

DO NOT use if nozzle or accessory airflow is restricted. If the air paths or the motorised floor nozzle become blocked, turn the vacuum off. Remove all obstructions before you turn on the unit again.
- 15

Keep nozzle and all vacuum openings away from hair, face, fingers, uncovered feet, or loose clothing.
- 16

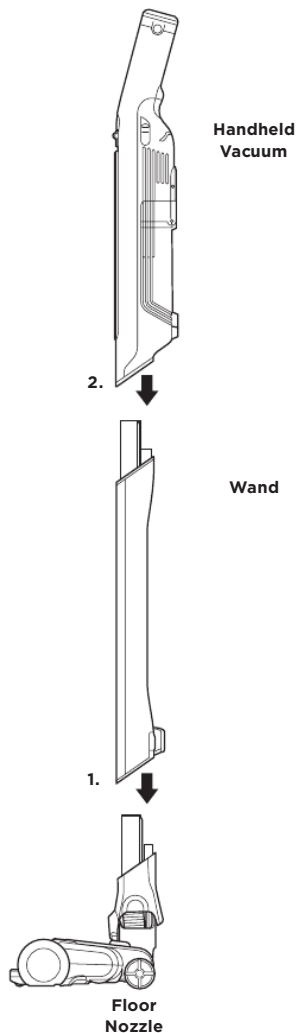
DO NOT use if vacuum is not working as it should, or has been dropped, damaged, left outdoors, or dropped into water.
- 17

Use extra care when cleaning on stairs.
- 18

DO NOT leave the vacuum unattended while powered on.

GENERAL USE

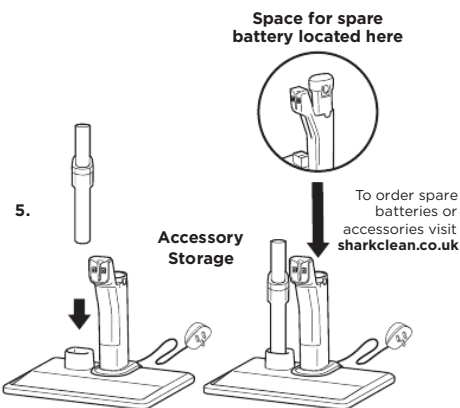
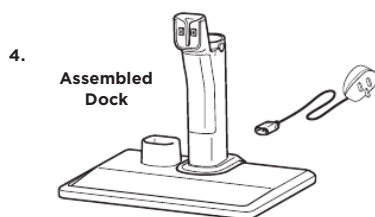
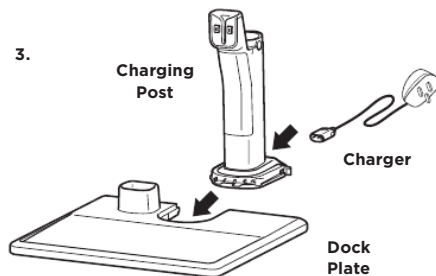
1. Insert **Wand** into **Nozzle**.
 2. Insert **Handheld Vacuum** into wand.
- For proper operation, ensure all components are completely connected and clicked into place.



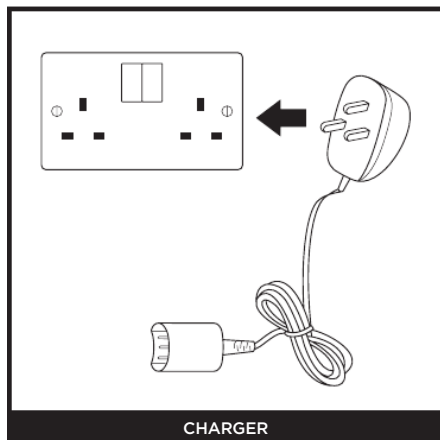
NOTE: Your vacuum's model and serial numbers can be found on the QR code label on the bottom of the back of the handheld vacuum.

3. Make sure the **Dock Plate** is facing upright. Slide the **Charging Post** into the slot on the back of the dock until it clicks into place.
4. Place the dock on the floor near a power socket. Plug the **Wall Charger** into the socket, then connect the cord to the port on the back of the charging post.
5. Store Duster Crevice on the mount on the dock plate.

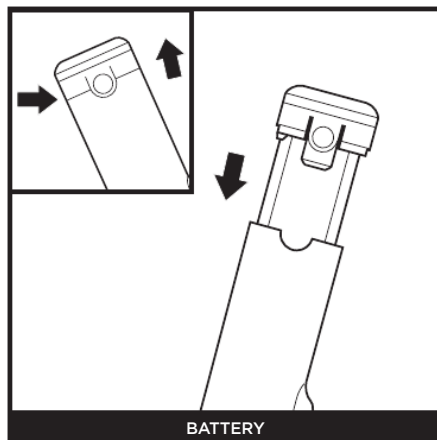
NOTE: Once the charging post is installed, it can't be removed.



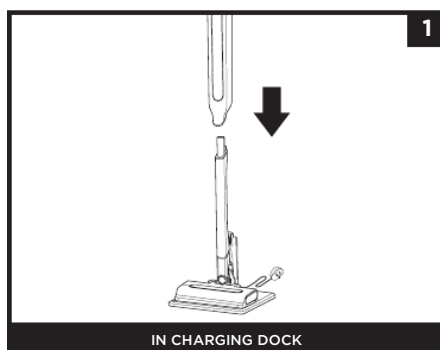
CHARGING AND STORAGE



Plug the **Charger** into a wall outlet.



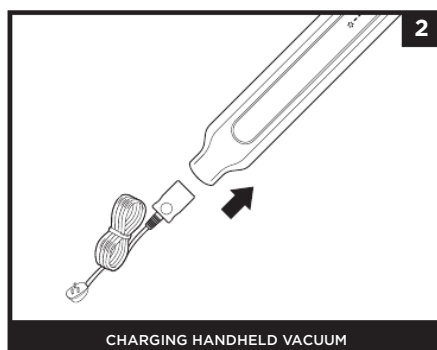
To remove the battery from the hand vac or the charging post, press the release tabs on the battery cap and slide out the battery. To reinstall, slide the battery into the compartment in the handle unit it clicks, or into, or into the slot in the dock charging post.



OPTION 1 - IN CHARGING DOCK

When the dock is assembled and plugged in, charge the unit by placing it on the dock plate, with the hook on the back of the wand over the charging post. Make sure the contacts on the wand are aligned with the contacts on the charging post.

When docked properly, the charging lights on the handheld vacuum will blink, indicating that charging has begun. When charging is complete, all three indicator lights will illuminate steadily.

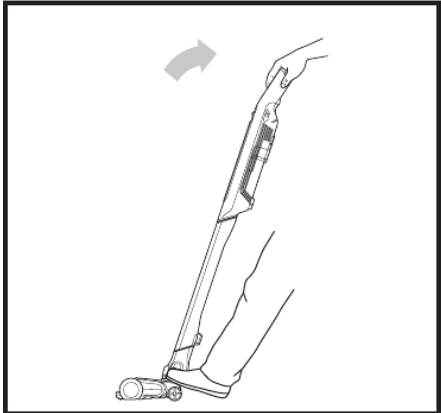


OPTION 2 - CHARGING HANDHELD VACUUM

To charge the handheld vacuum alone without the dock, unplug the charger cord from the dock and connect it directly to the port on the handheld vacuum, near the nozzle opening.

NOTE: The main unit comes with a partial charge. For maximum runtime, charge fully before first use (approximately 3 hours). Leaving the unit plugged in will not damage battery life..

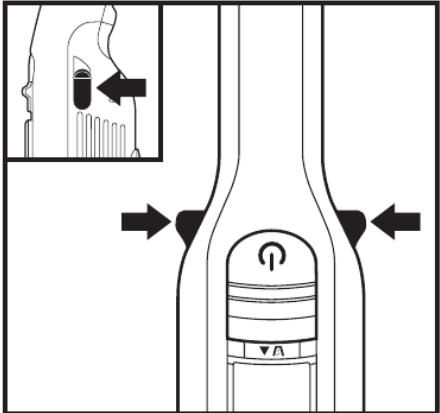
CLEANING MODES



UPRIGHT WITH WAND

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

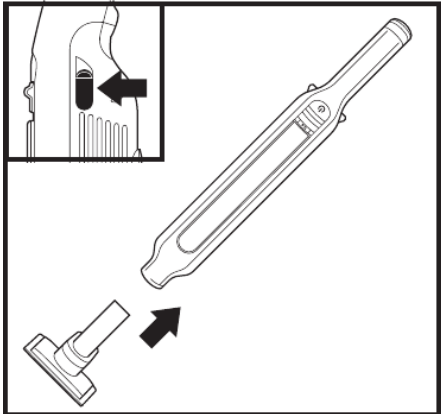
NOTE: To remove accessories from the handvac, press the two release tabs on the side of the unit.



ABOVE-FLOOR HANDHELD

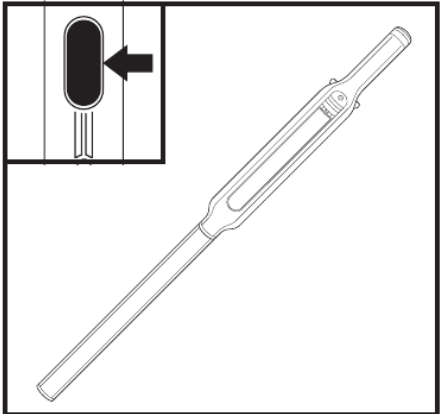
To detach the handheld vacuum from the wand, press the buttons on both sides of the handle, and lift the handheld vacuum off the wand.

To reattach the handheld vacuum to the wand, align the nozzle over the top of the wand and slide it on until it clicks into place.



ABOVE-FLOOR WITH ACCESSORY

Attach desired accessory to handheld vacuum. Press buttons on both sides of the handle to remove accessory.



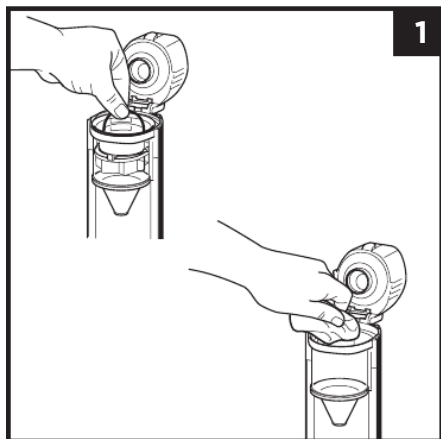
ABOVE-FLOOR WITH WAND

For more reach to clean above-floor areas, detach the floor nozzle from the wand. Step on the floor nozzle, and press the nozzle release button at the bottom of the wand. Lift the wand to remove it.

To reattach the wand, align it over the nozzle neck, then slide it on until it clicks into place.

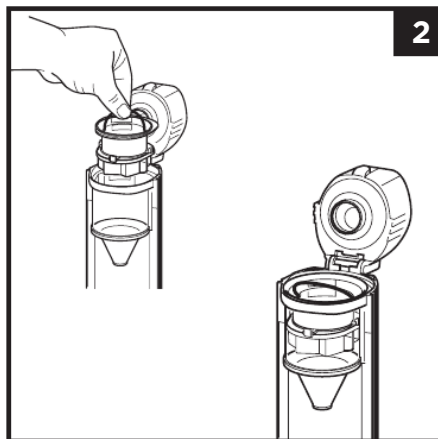
NOTE: All accessories are compatible with both the wand and the handheld vacuum.

CLEANING THE DUST CUP AND FILTER



1. To deep clean the dust cup and cyclone, use gentle force to push the filter housing away from the dust cup until the parts are separated at a 90 degree angle, as shown above. Locate the wire handle on the cyclone frame and use this to pull the cyclone frame out of the dust cup.

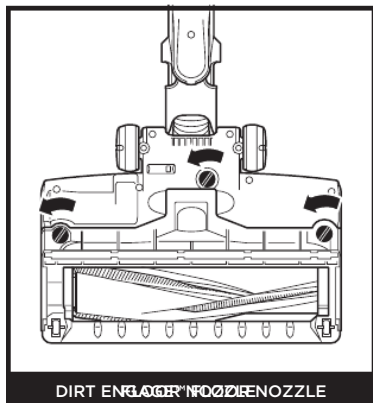
Rinse or wipe clean the exposed dust cup and let air-dry for 24 hours.



2. When the dust cup is completely dry, put the cyclone frame back into place, making sure the wire handle is tucked away before reassembling the handvac. Use gentle force to reduce the 90 degree angle between the filter housing and the dustcup. Reassemble the dust cup and filter housing with a click back in place inside the handvac body.

CLEANING FLOOR NOZZLE

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.



1. Turn off the vacuum.
2. Press the nozzle release button to detach the nozzle from the wand.
3. Using a coin, turn the four locks counterclockwise to open, then lift off the cover and tilt back the neck of the nozzle.
4. Clear any blockages and remove any debris from the brushroll and floor nozzle.
5. Replace the cover by sliding the tabs into the slots. Press down firmly on all sides. Turn locks clockwise to close, until they click into place.

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

Vacuum is not picking up debris. No suction or light suction. Third indicator light on hand vacuum is solid yellow.

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

- 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.
- Check connection between hand vacuum and wand for blockages; clear blockages if required.
- Check filters to see if they need cleaning. Follow instructions for rinsing and completely air-drying the filters before reinstalling them.

Vacuum lifts area rugs.

- Make sure you are not engaging Boost mode. Take care when vacuuming area rugs or rugs with delicately sewn edges.
- Turn off the unit to disengage from the carpet, then restart.

My vacuum's brushroll doesn't spin..

- Immediately turn off the vacuum. Remove any blockages before turning the vacuum back on. Make sure the handheld vacuum is tilted back far enough for the brushroll to engage while in use.

Vacuum turns off on its own.

There are several possible reasons for the vacuum turning off on its own, including blockages, battery issues, and overheating. If vacuum turns off on its own, perform the following steps:

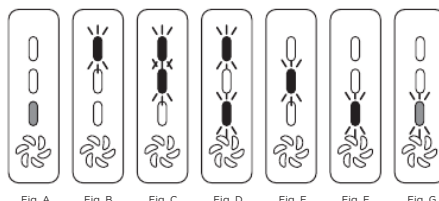
1. Turn on the vacuum and check the battery indicator lights on the hand vacuum. If recharging is needed, make sure vacuum power is off before plugging in the charger.
2. Empty dust cup and clean filters (See the Cleaning the Dust Cup and Filter section).
3. Check wand, accessories, and inlet openings and remove any blockages.
4. Allow unit and battery to cool for at least 45 minutes, until they return to room temperature.
5. Press the On/Off switch to restart the vacuum.

Battery Indicator Lights on hand vacuum are flashing.

- Bottom LED is solid yellow (Fig. A): Nozzle clog. (See the Maintaining Your Vacuum section.)
- Top LED is flashing (Fig. B): Battery needs to be charged.

Contact Customer Service at 0800 862 0453 or Sharkclean.co.uk if you experience any of the indications listed below:

- Top two LEDs are flashing (Fig. C): Overcurrent or short.
- Top and bottom LEDs are flashing (Fig. D): Motor is overheating.
- Middle LED is flashing (Fig. E): Overspeed.
- Bottom LED is flashing (Fig. F): Communication.
- Bottom LED blinking yellow (Fig. G): There may be an electrical problem with the nozzle.



NOTE: If vacuum still does not operate properly, contact Customer Service at **0800 862 0453 or Sharkclean.co.uk.**

TWO-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 guarantee of up to two years (1 year as standard plus 1 year when you register). These terms and conditions relate to our manufacturer's guarantee only - your statutory rights are unaffected.

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 www.Sharkclean.eu/uk.

How do I register my extended Shark® guarantee?

You can register your guarantee online within 28 days of purchase. To save time, you'll need the following information about your machine:

- Model Number
- Serial Number (only if available)
- Date you received the machine (from your in-store receipt or delivery note)

To register online, please visit www.Sharkclean.eu/uk/register-guarantee. Products purchased directly from Shark are automatically registered.

IMPORTANT

- The manufacturer's guarantee covers your product for 12 months (or for 2 years, if registered) starting on the date of delivery.
- Please keep your receipt at all times. Should you need to use your guarantee (standard 1 year or further 1 year extended) 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 guarantee.

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 two years (12 months plus an extended guarantee of 1 year).

What is covered by the free Shark® guarantee?

Repair or replacement of your Shark® machine (at Shark's discretion to decide whether to replace or repair) 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?

1. Blockages - for details of how to unblock your vacuum cleaner, please refer to the Instructions.
2. Normal wear and tear of parts which require regular maintenance and/or replacement to ensure the proper functioning of your unit.
3. 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® Instructions supplied with your machine.
4. Use of the vacuum cleaner for anything other than normal domestic household purposes.
5. Use of parts not assembled or installed in accordance with the operating instructions.
6. Use of parts and accessories which are not Shark® spares.
7. Faulty installation (except where installed by Shark®).

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 Shark® spares, replacement parts and accessories for all Shark® machines at www.Sharkclean.eu. Please remember that using non-Shark® spares may invalidate your manufacturer's guarantee. However, your statutory rights are unaffected.

This image shows a full page of blank, lined paper. It features approximately 20 evenly spaced horizontal grey lines across its entire surface, typical of notebook or school paper. There are no margins, text, or other markings present.



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Illustrations may differ from actual product. We are constantly striving to improve our products; therefore the specifications contained here in are subject to change without notice.

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