

# ***Shark***

**Anti Hair Wrap,  
DuoClean® & PowerFins™  
Cordless Upright  
with Powered Lift-Away®**

**ICZ300UK**

**ICZ300UKT**

**Series**

**INSTRUCTIONS**



# THANK YOU FOR PURCHASING

the Shark Anti Hair Wrap, DuoClean & PowerFins Cordless Upright with Powered Lift-Away



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

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: 28.8V $\equiv$

Body Watts: 450W

## PLEASE READ CAREFULLY AND KEEP FOR FUTURE REFERENCE.

This instruction manual is designed to help you get a complete understanding of your new Shark Anti Hair Wrap, DuoClean & PowerFins Cordless Upright with Powered Lift-Away.

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



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This marking indicates that this product should not be disposed of with other household wastes. To prevent possible harm to the environment or human health from uncontrolled waste disposal, recycle it responsibly to promote the sustainable reuse of material sources. To return your used device, please use the return and collection systems or contact the retailer where this product was purchased. They can take this product for environmentally safe recycling.

# 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:**

### **THE FLOOR NOZZLE, WAND, AND HANDHELD VACUUM CONTAIN ELECTRICAL CONNECTIONS:**

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.

### **GENERAL USE**

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 should 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.
19. When powered on, keep the vacuum moving over the carpet surface at all times to avoid damaging the carpet fibres.
20. 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.

**21. 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 (including drywall, 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, petrol, or kerosene)
- g) Toxic materials (chlorine bleach, ammonia, or drain cleaner)

**22. 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 vapours (lighter fluid, petrol, kerosene, paint, paint thinners, mothproofing substances, or flammable dust)

**23.** Turn off the vacuum before plugging in or unplugging the charger.

**24.** Turn off the vacuum before any adjustment, cleaning, maintenance or troubleshooting.

**25.** During cleaning or routine maintenance, **DO NOT** cut anything other than hair, fibres, or string wrapped around the brush-roll.

**26.** Allow all filters to air-dry completely before replacing in the vacuum to prevent liquid from being drawn into electric parts.

**27. DO NOT** modify or attempt to repair the vacuum or the battery yourself, except as indicated in this manual. **DO NOT** use the battery or vacuum if it has been modified or damaged. Damaged or modified batteries may exhibit unpredictable behavior resulting in fire, explosion or risk of injury.

**28.** Always turn off this appliance before connecting or disconnecting motorised nozzle or hand tool.

### **BATTERY PACK**

**29.** The battery is the power source for the vacuum. Carefully read and follow all charging instructions.

**30.** To prevent unintentional starting, ensure the vacuum is powered off before picking up or carrying the vacuum. **DO NOT** carry the appliance with your finger on the power switch.

**31.** Use only the charger supplied with the unit. Use of an incorrect charger may result in no charging, and/or unsafe conditions. A charger that is suitable for one type of battery pack may create a risk of fire when used with another battery pack.

**32.** Keep the battery away from all metal objects such as paper clips, coins, keys, nails, or screws. Shorting the battery terminals increases the risk of fire or burns.

**33.** Under abusive conditions, liquid may be ejected from the battery. Avoid contact with this liquid, as it may cause irritation or burns. If contact occurs, flush with water. If liquid contacts eyes, seek medical help.

**34.** Battery should not be stored at temperatures below 37.4°F (3°C) or above 104°F (40°C) to maintain long-term battery life.

**35. DO NOT** charge battery at temperatures below 50°F (10°C) or above 104°F (40°C).

**36.** Store the appliance indoors. **DO NOT** use or store it below 37.4°F (3°C). Ensure the appliance is at room temperature before operating.

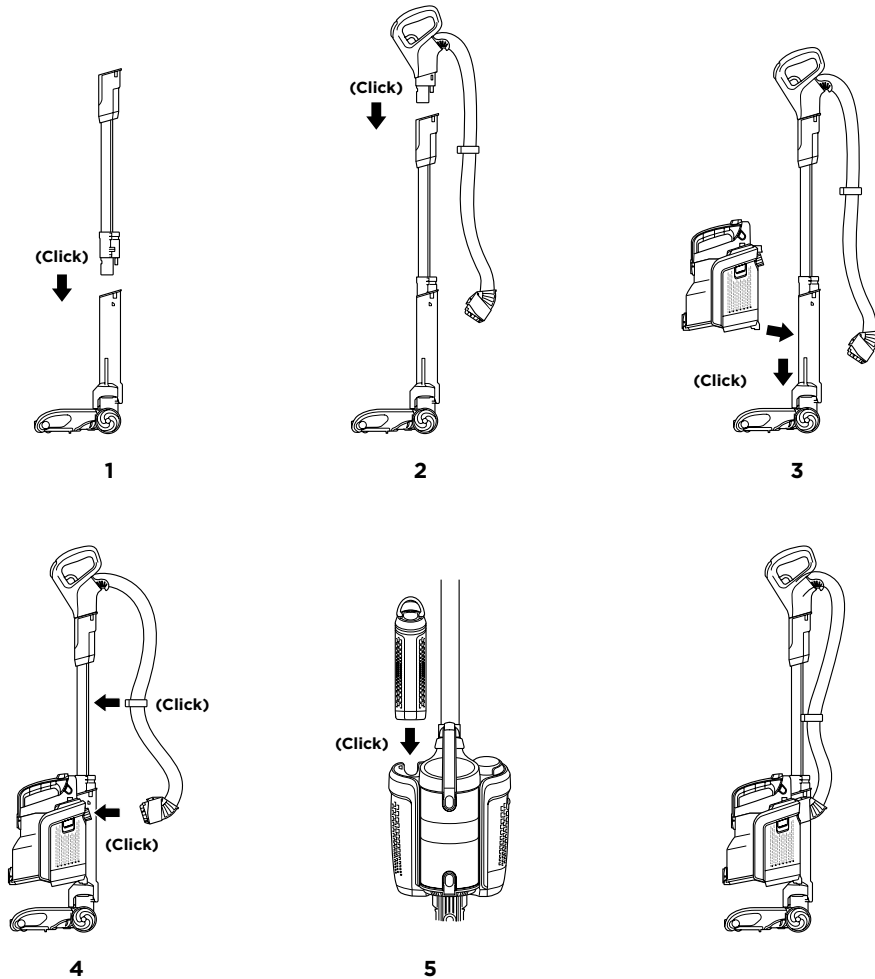
**37. DO NOT** expose the battery to fire or temperatures above 265°F (130°C) as it may cause explosion.

**38.** Follow all charging instructions. **DO NOT** charge the battery at temperatures below 50°F (10°C) or above 104°F (40°C). Charging improperly or at temperatures not in the specified range may damage the battery and increase the risk of fire.

**39.** Disconnect the battery pack from the appliance before making any adjustments, changing accessories, or storing appliance. Such preventive safety measures reduce the risk of starting the appliance accidentally.

## **SAVE THESE INSTRUCTIONS**

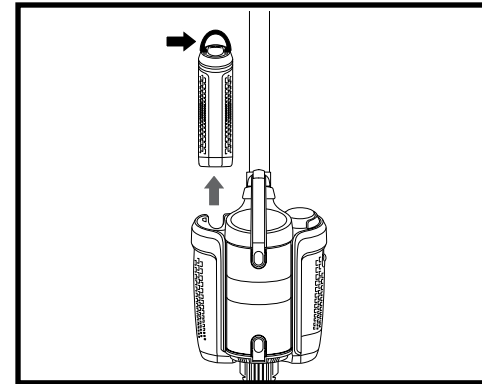
## ASSEMBLY



1. Insert wand into floor nozzle.
2. Insert handle into wand.
3. Align the bottom of pod onto the rails on the front of the neck of the floor nozzle. Slide pod down the rails until it clicks into place.
4. Connect hose to back of pod, and attach hose clip onto wand.
5. Insert charged battery into pod with the handle toward the back until it clicks. To ensure proper insertion, the handle on battery must be down.

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

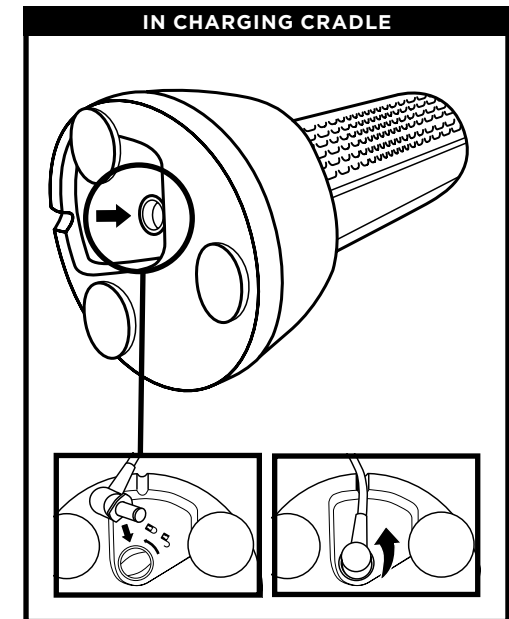
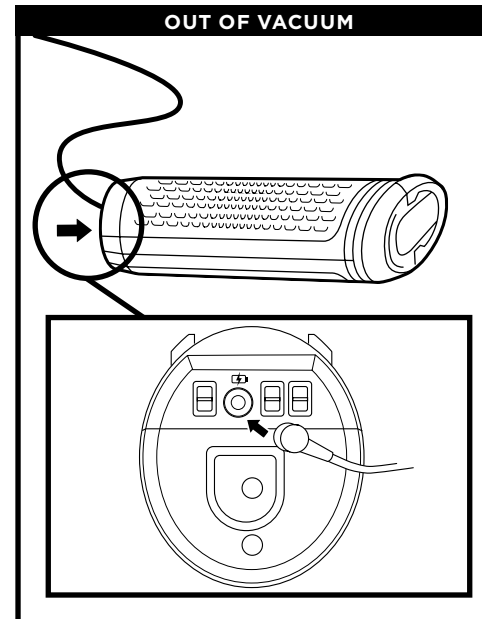
## 3 WAYS TO CHARGE THE LITHIUM-ION BATTERY



To remove the battery for charging, lift the handle on top of the battery and pull up. The battery must be charged before first use.

A complete charge takes approximately 3.5 hours.

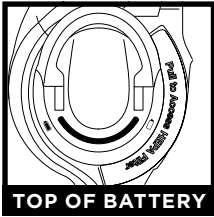
**IMPORTANT:** When charging, connect the charger to the port first, then plug the charger into plug socket.



- NOTE:** Only one charger is provided.  
**NOTE:** When using the cradle, insert the charger plug into the port and rotate to lock into place. The battery will not charge unless the charger is locked into place.

## CHARGE INDICATOR LIGHTS

Charging: One light flashes



TOP OF BATTERY

Charge Indicator Light



## TEMPERATURE ISSUE: FIRST AND THIRD INDICATOR LIGHTS FLASHING ALTERNATELY



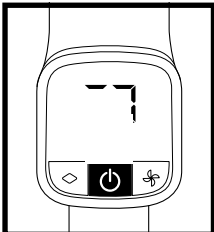
If the first and third indicator lights are flashing alternately, the battery temperature is not optimal. If this happens when charging, leave the battery plugged in and charging will resume once temperature reaches optimal level.

**NOTE:** The battery must be charged before first use. A complete charge takes approximately 3.5 hours.

**NOTE:** The indicator light will shut off 5 minutes after reaching full charge.

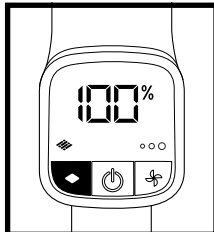
## OPERATING THE VACUUM

### SETTINGS



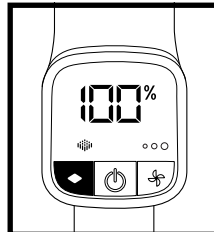
POWER ON/OFF

Press power button to turn on or off the vacuum.



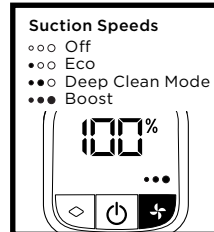
HARD FLOOR SETTING

To vacuum in hard floor mode, press the floor select button until the hard floor icon (🏠) illuminates. The brush-rolls will spin slowly to clean bare floors and small area rugs.



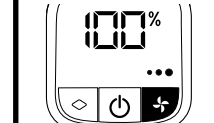
CARPET SETTING

To vacuum in carpet mode, press the floor select button until the carpet icon (🧶) illuminates. The brush-rolls will spin faster to pick up debris below the surface of your carpets.



SUCTION MODES

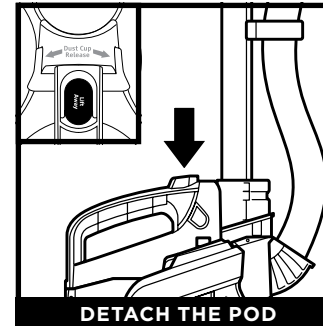
**Suction Speeds**  
 ○○○ Off  
 ●○○ Eco  
 ●●○ Deep Clean Mode  
 ●●● Boost



Press the (🌀) button to toggle between Eco, Deep clean mode and Boost modes. To save battery power, select Eco mode. For everyday cleaning power, select Deep Clean Mode. For an extra burst of power, select Boost mode.

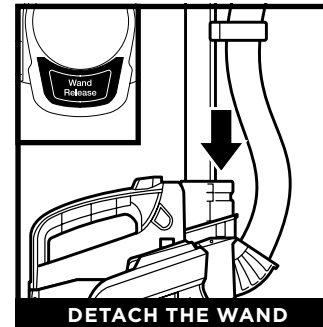
## OPERATING THE VACUUM

### POD, HANDLE, AND WAND ARE DETACHABLE



DETACH THE POD

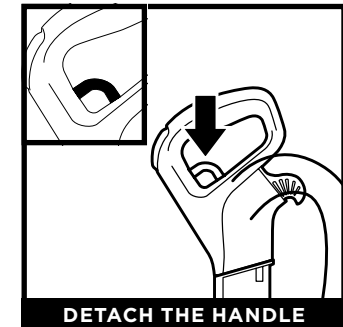
Press **LIFT-AWAY** button on handle and lift pod off floor nozzle.



DETACH THE WAND

Press the **Wand Release** button until it clicks, then pull up on wand to detach from the floor nozzle.

**TIP:** See next page for all the different ways you can use your vacuum.

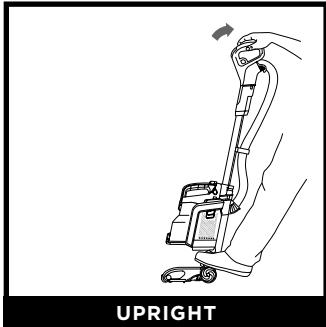


DETACH THE HANDLE

Pull the **Handle Release** trigger to detach the handle from the wand.

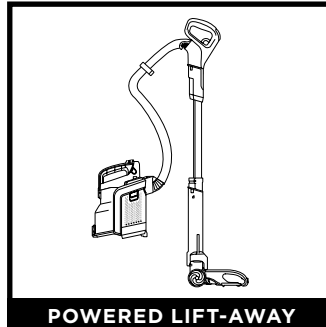
## OPERATING THE VACUUM

### VERSATILE FLOOR-TO-CEILING CLEANING



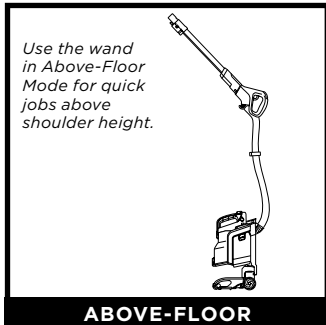
**UPRIGHT**

For cleaning carpets and hard floors. To activate brush-roll, step on floor nozzle and tilt handle back.



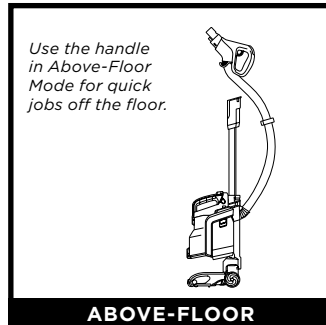
**POWERED LIFT-AWAY**

Use Powered Lift-Away to reach under furniture to clean carpets and hard floors.



**ABOVE-FLOOR**

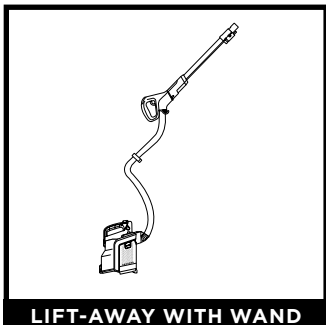
Use the wand in Above-Floor Mode for quick jobs above shoulder height.



**ABOVE-FLOOR**

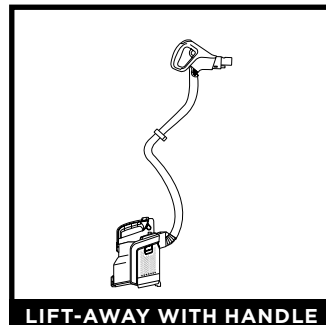
Use the handle in Above-Floor Mode for quick jobs off the floor.

With pod attached, detach the wand from the floor nozzle.



**LIFT-AWAY WITH WAND**

Use the wand in Lift-Away mode for more reach when cleaning above-floor areas like coving or skirting boards.

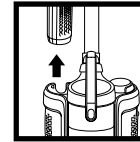


**LIFT-AWAY WITH HANDLE**

Use the handle in Lift-Away mode for more detailed cleaning of above-floor areas like upholstery, window sills or stairs.

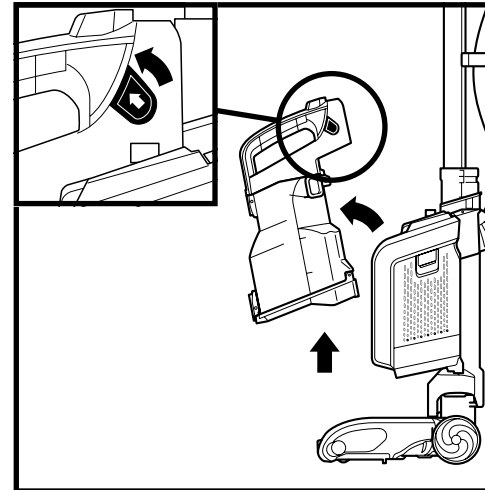
**NOTE:** See previous page for instructions on how to detach the pod, wand, and handle.

## MAINTENANCE

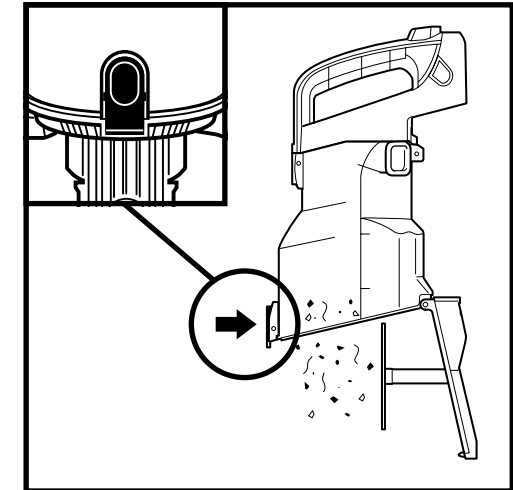


**IMPORTANT:** Remove the battery before performing any maintenance. To remove, lift the handle on top of the battery and pull up.

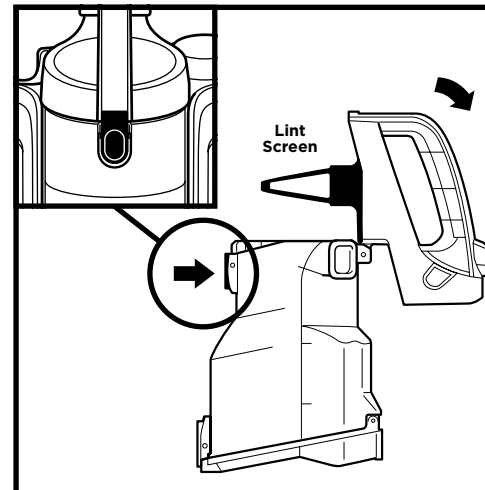
### EMPTYING THE DUST CUP



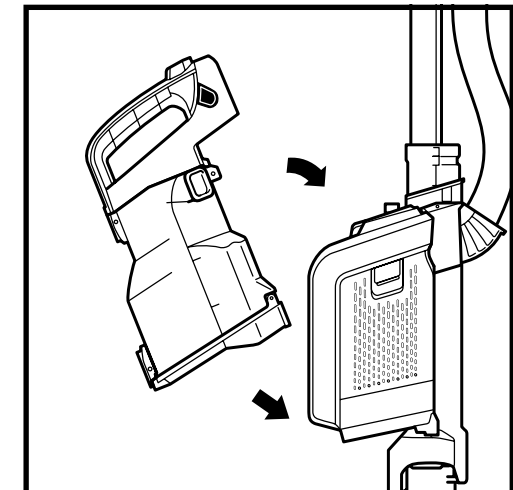
To remove **Dust Cup**, pinch and pull side tabs. Tilt dust cup away from the vacuum cleaner, then lift to remove.



Press lower button to open bottom of dust cup.



To remove collected debris from **Lint Screen**, press top button and lift handle to open top of dust cup.



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

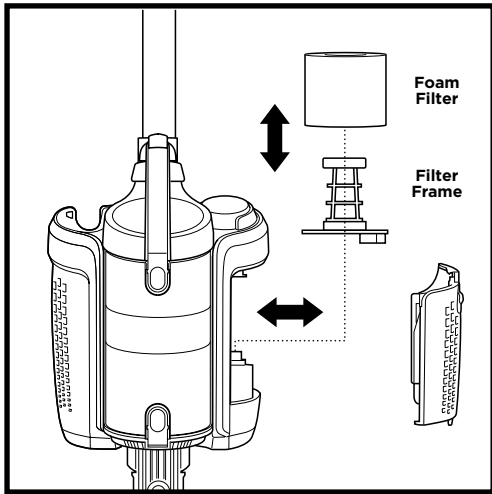
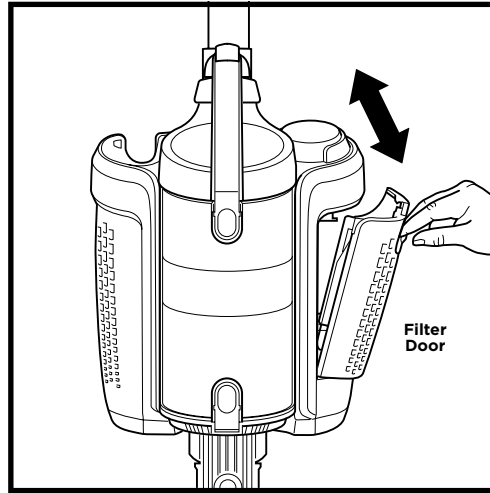
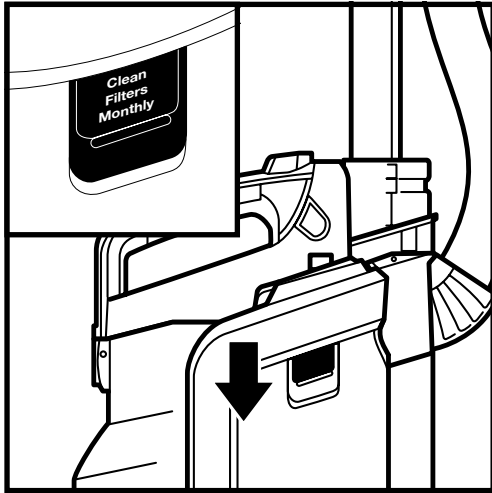
## MAINTENANCE

Your vacuum comes equipped with three filters located on the vacuum pod: two Pre-Motor Filters (one is a filter frame) and one Post-Motor Filter to capture and trap dust and debris.

### CLEANING PRE-MOTOR FILTER (ONCE A MONTH)

Regularly rinse and replace the pre-motor filters to maintain your vacuum's suction power.

**IMPORTANT:** To prevent damage, rinse filters with lukewarm water **ONLY. DO NOT** use soap. Allow filters to air-dry for at least 24 hours before replacing them in the vacuum to prevent liquid from being drawn into electric parts.



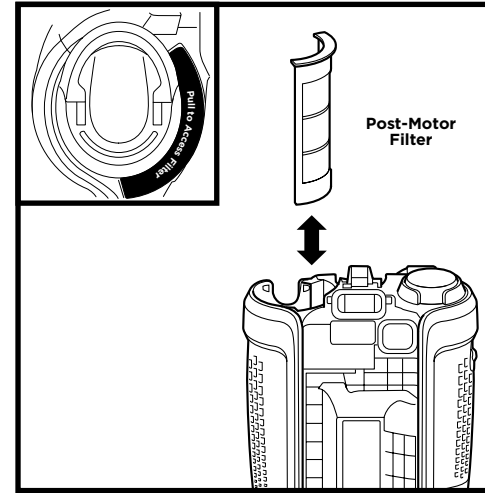
1. Slide down **filter door** release button.
2. Tilt filter door and lift off.
3. Remove filter from pod. Pull off foam filter.
4. Rinse foam filter and filter frame with lukewarm water **ONLY** and leave to air-dry for at least 24 hours before reinstalling.
5. Once completely dry, reinsert foam filter on filter frame.
6. Holding the pull tabs, push the filter back into the pod.
7. Reinsert bottom of filter door into slots on pod. Tilt door to close, pressing until it clicks into place.

## MAINTENANCE

### CLEANING POST-MOTOR FILTER (ONCE A YEAR)

Rinse and replace the post-motor filter every year to maintain your vacuum's suction power.

**IMPORTANT:** Rinse **Post-Motor Filter** with lukewarm water **ONLY. DO NOT** use soap. Allow to air-dry for at least 24 hours before reinstalling. **DO NOT** scrub **Post-Motor Filter**.

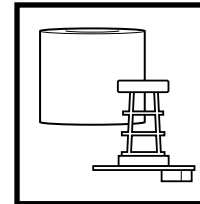


1. Pull up on **Post-Motor Filter** access tab to remove.
2. Rinse filter with lukewarm water **ONLY** and leave to air-dry at least 24 hours before reinstalling.
3. When dry, reinsert **Post-Motor Filter** and press down until it clicks into place.

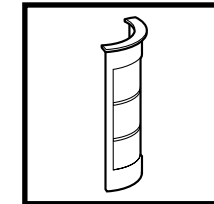
**Note:** Battery must be removed before **Post-Motor Filter** can be removed.

### REPLACING FILTERS

Follow the previous instructions for removing filters. The **Foam Filter** should be replaced every 2.5 years, and the **Post-Motor Filter** should be replaced every 3 years, subject to frequency of use.



Replacement Pre-Motor Filter and Frame



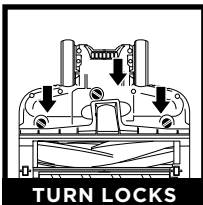
Replacement Post-Motor filter

**NOTE:** To order replacement parts and filters, visit [sharkclean.co.uk](http://sharkclean.co.uk).



CLEANING OR REPLACING BRUSH-ROLLS

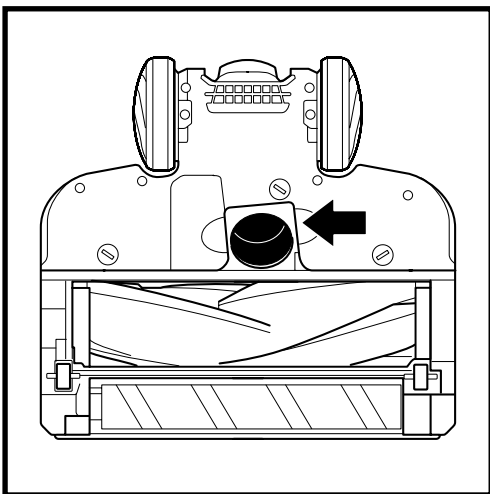
BRUSH-ROLL



TURN LOCKS



LIFT COVER



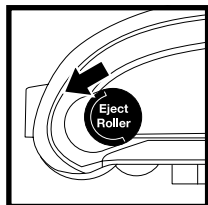
If you run over a hard or sharp object or notice a noise change while vacuuming, check for blockages or objects caught in the brush-roll.

1. Turn off the vacuum.
2. Using a coin, turn locks counterclockwise to open, then lift off cover to access brush-roll.
3. Clear airway of blockages.
4. Replace cover by sliding inserts into slots, then pressing down firmly on all sides before turning locks clockwise to close. There will be an audible click once the locks are secured.

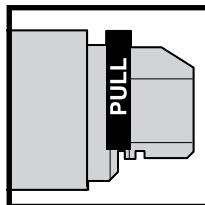
**NOTE:** Anti Hair Wrap Technology removes hair from your brush-roll continuously as you vacuum. At times you may see small amounts of hair around the brush-roll – simply continue vacuuming and the comb and suction will remove the hair as you clean.

**NOTE:** To order replacement parts and filters, visit [sharkclean.co.uk](http://sharkclean.co.uk).

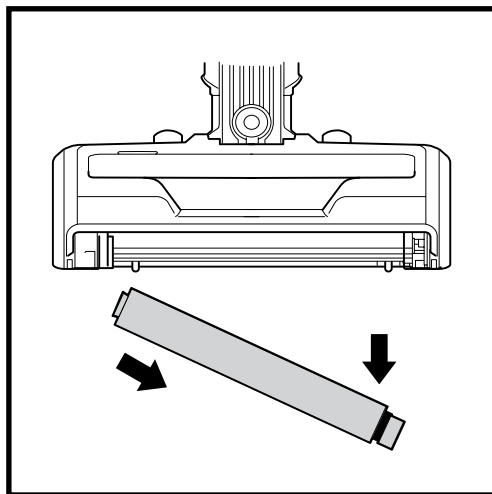
SOFT ROLLER



Eject Roller



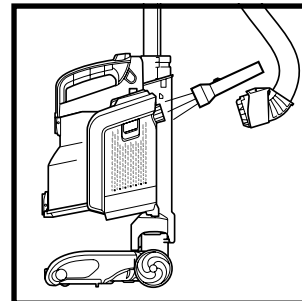
PULL



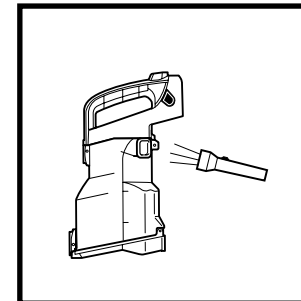
1. Slide **Eject Roller** button forward.
2. To remove **Soft Roller**, pull the tab on the right.
3. Tap loose debris off the Soft Roller. Use a dry towel to wipe clean, or to remove any hair or fibres caught in the teeth behind the Soft Roller.
4. Rinse as needed. Use **ONLY** lukewarm water, and leave to air-dry completely for at least 24 hours.
5. When dry, insert the left end of the roller first, then push the right end into place with the word **Front** facing forward.

CHECKING FOR BLOCKAGES

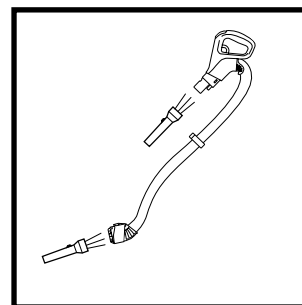
**IMPORTANT: DO NOT** use sharp or metal objects to clear blockages.



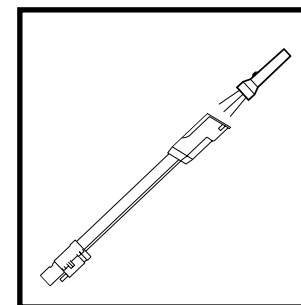
Detach hose from vacuum pod, and check opening on back of pod for blockages.



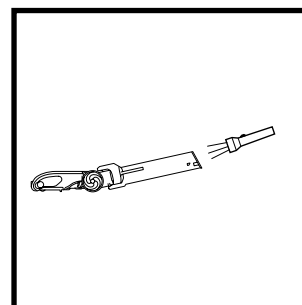
Detach dust cup from vacuum pod. Empty dust cup, remove debris from lint screen, and check for blockages.



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



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



Detach wand from floor nozzle. Tilt nozzle neck back to straighten the airway, and remove any blockages.

**NOTE:** Turn off vacuum and remove battery before checking for blockages



## ACCESSORIES INCLUDED

- A** Crevice Tool
- B** Dusting Brush
- C** Wide Upholstery Tool
- D** Motorised Pet Tool (certain models only)
- E** Accessory Bag
- F** Lithium-Ion Battery
- G** Charging Cord
- H** Battery Charging Cradle

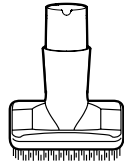
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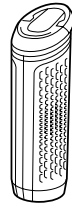
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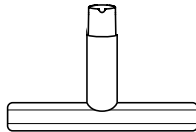
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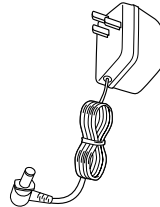
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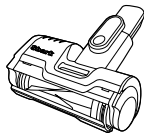
**C**



**G**



**D**



**H**



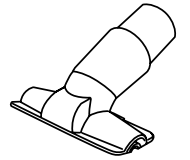
## ADDITIONAL ACCESSORIES

- A** Flexi Crevice Tool
- B** 2in1 Duster Crevice Tool
- C** Multi-Surface Tool
- D** Anti-Allergen Dust Brush
- E** Upholstery Tool
- F** Under-Appliance Wand
- G** Car Maintenance Kit

**A**



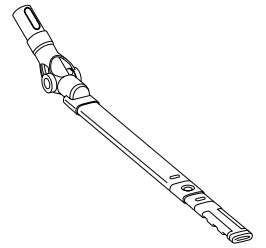
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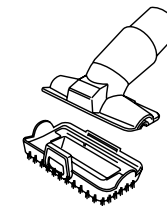
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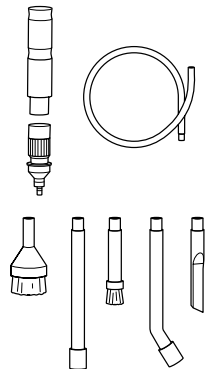
**F**



**C**




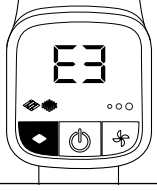

**G**



**D**



**NOTE:** Not all accessories come with all units. Please see the top flap of your box for your unit's configuration. To order additional accessories, visit [sharkclean.co.uk](http://sharkclean.co.uk).

LIGHT INDICATOR	WHAT IT MEANS
 <p><b>ERROR CODE E6 AND RED LED FILTER ICON ILLUMINATES</b></p>	The Red LED icon in the center of the UI will light up when a Blockage is detected. Turn off unit and remove blockage.
 <p><b>ERROR CODE E3 will be displayed for overheating</b></p>	Unit temperature is high. Turn off vacuum and wait for approximately 45 minutes. While unit is cooling, clear any blockages. Filters may also need to be cleaned. See Maintenance Section.
 <p><b>FIRST and THIRD BATTERY INDICATOR LIGHTS flash alternately</b></p>	Battery temperature is not optimal, so charging is temporarily paused. Leave battery plugged in and charging will resume soon.

Part	Fault	Error code display on UI
Hand Vacuum	No Start	E2
	Overheat	E3
	Overcurrent	E4
	Short	E5
	Overspeed	E6
Nozzle	System Comm Error	E7
	Nozzle Overheat	F8
	Nozzle Short	F1

## BATTERY REMOVAL AND DISPOSAL

This product uses a lithium-ion rechargeable and recyclable battery. When the battery no longer holds a charge, it should be removed from the vacuum and recycled. **DO NOT** incinerate or compost the battery.

When your lithium-ion battery needs to be replaced, dispose of it or recycle it in accordance with local ordinances or regulations. In some areas, it is illegal to place spent lithium-ion batteries in the bin or in a municipal solid waste stream. Return spent battery to an authorised recycling centre or to retailer for recycling. Contact your local recycling centre for information on where to drop off the spent battery.

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

- Ensure handle, hose, dust cup, and wand are all securely connected onto the unit.
- Check filters to see if they need cleaning. Follow instructions for rinsing and completely air-drying the filters before reinserting them in the vacuum.
- Dust cup may be full; empty dust cup.
- Check wand, hose, hose connections, nozzle and accessories for blockages; clear blockages if required.
- Check floor nozzle for blockages; clear blockages if required.
- Remove any string, carpet fibres, or hair that may be wrapped around the brush-roll and Soft Roller or trapped behind the Soft Roller.

### Vacuum lifts rugs.

- Turn off vacuum, and move it away from any obstruction. Turn on vacuum and tilt handle back to activate brush-roll.
- Check that vacuum is in **Extended Runtime** mode and/or try **Floor** mode.
- Turn off the unit to disengage the brush-roll and restart with the Power button.

### Brush-roll/Soft Roller does not spin.

- If **Brush-roll Indicator Light** on the floor nozzle turns red, the brush-roll and/or Soft Roller have stopped spinning. Immediately turn off and remove battery from vacuum pod and remove blockage before reconnecting and turning vacuum back on. If light turns green, the blockage has been successfully cleared.
- If headlights are not illuminated, there is a connection issue between the hose, pod, wand, and nozzle. Try disconnecting the pieces and then reconnecting them, sliding in each one until it clicks securely into place.

### Vacuum turns off on its own or will not turn on.

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

1. Check battery indicator lights to see if battery needs to be recharged. If it does not need charging, turn off the vacuum cleaner and remove battery.
2. Empty dust cup and clean filters.
3. Check wand, accessories, and inlet openings and remove any blockages.
4. Allow unit and battery to cool for at least 45 minutes, until it returns to room temperature.
5. Return battery to vacuum and press Power button.

### Dust cup will not latch onto unit

- The dust cup will not latch if the pod is not inserted properly onto the unit. Align the bottom of pod onto the rails on the front of the neck of the floor nozzle. Slide pod down the rails until it clicks into place.

### Battery not charging.

- Batteries outside of optimal temperature range may not begin charging immediately. Move to room temperature area and/or allow battery to cool before charging.
- Please review battery runtimes in the Operating the Vacuum section.
- When charging with the cradle, ensure battery is pressed all the way down onto cradle and that charge indicator lights illuminate.
- Battery life expectancy is at least two years and batteries come with a two-year limited guarantee subject to registration.
- When charging with the cradle ensure the charger is inserted and then rotated to lock it into place. Battery will not charge unless the charger is locked into place.

### Battery not inserting into vacuum.

- Make sure handle is down before pushing battery securely into place.
- Make sure Post-Motor Filter is securely clicked into place prior to inserting the battery.

## 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 guarantee of up to five years (1 year as standard plus 4 years when you register). 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. They do not affect your statutory rights or the obligations of your retailer and your contract with them.

The Lithium ION power pack is not covered by the 5 year guarantee (see battery guarantee on next page)

### 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 [www.sharkclean.co.uk](http://www.sharkclean.co.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:

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

To register online, please visit [www.Sharkclean.eu/uk/register-guarantee](http://www.Sharkclean.eu/uk/register-guarantee). Products purchased directly from Shark® are automatically registered.

### IMPORTANT

- Both the 12 months 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 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. If you further agree to receive communications from us, 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 up to five years (12 months plus an extended guarantee of 4 years).

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

Repair or replacement (at Shark's discretion) 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?

1. Normal wear and tear such as brush bar, fuse, belt, hose etc.
2. 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® Instruction Manual supplied with your machine.
3. Use of the vacuum cleaner for anything other than normal domestic household purposes.
4. Use of parts not assembled or installed in accordance with the operating instructions.
5. Use of parts and accessories which are not Shark® Genuine Components.
6. Faulty installation (except where installed by Shark®).
7. Repairs or alterations carried out by parties other than Shark® or its agents.
8. The Lithium ION power pack battery. Please see next page for battery guarantee.

### 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 programme, 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 Shark® spares, replacement parts and accessories for all Shark® machines at [www.sharkclean.co.uk](http://www.sharkclean.co.uk). Please remember that damage caused by use of non-Shark® spares is not covered under your guarantee.

## TWO (2) YEAR LIMITED BATTERY 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 batteries 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 [sharkclean.co.uk](http://sharkclean.co.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
- Date you purchased the machine/battery (from your in-store receipt or delivery note)

To register online, please visit [www.Sharkclean.eu/uk/register-guarantee](http://www.Sharkclean.eu/uk/register-guarantee). Products purchased directly from Shark® are automatically registered.

### IMPORTANT

- The manufacturer's guarantee covers your battery for 12 months (or for 2 years, if registered) starting on the date of purchase.
- 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® batteries guaranteed for?

Our confidence in our design and quality control means that your new Shark® battery 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® battery (at Shark's discretion) 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. Normal wear and tear of parts which require regular maintenance and/or replacement to ensure the proper functioning of your unit.
2. Accidental damage, faults caused by negligent use or care, misuse, neglect, careless operation or handling of the battery which is not in accordance with the Shark® Instructions supplied with your machine.
3. Use of parts not assembled or installed in accordance with the operating instructions.
4. Use of parts and accessories which are not Shark® spares.
5. Faulty installation (except where installed by Shark®).

### Where can I buy genuine Shark® batteries?

Shark® batteries are developed by the same engineers who developed your Shark® vacuum. You'll find a full range of replacement batteries for all Shark® machines at [www.sharkclean.co.uk](http://www.sharkclean.co.uk).

Please remember that damage caused by use of non-Shark® batteries is not covered under your guarantee.





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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.

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