

Shark

**Corded Stick Vacuum
with Self-Cleaning Brushroll
and MultiFLEX™**

HZ390ANZ

OWNER'S GUIDE



duo clean

IMPORTANT SAFETY INSTRUCTIONS

HOUSEHOLD USE ONLY

To reduce the risk of electric shock, this vacuum cleaner has a polarized plug (one blade is wider than the other). As a safety feature, this plug will fit into a polarized outlet only one way. If the plug does not fit fully into the outlet, reverse the plug. If it still does not fit, contact a qualified electrician. **DO NOT** force into outlet or try to modify to fit.

WARNING

TO REDUCE THE RISK OF FIRE, ELECTRIC SHOCK OR INJURY:

GENERAL WARNINGS

When using an electrical appliance, basic precautions should always be followed, including the following:

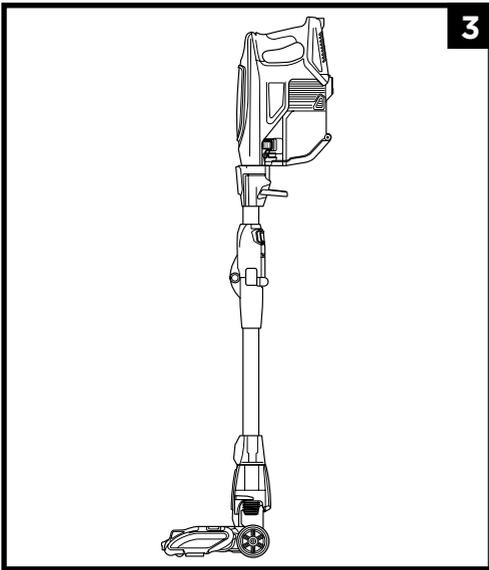
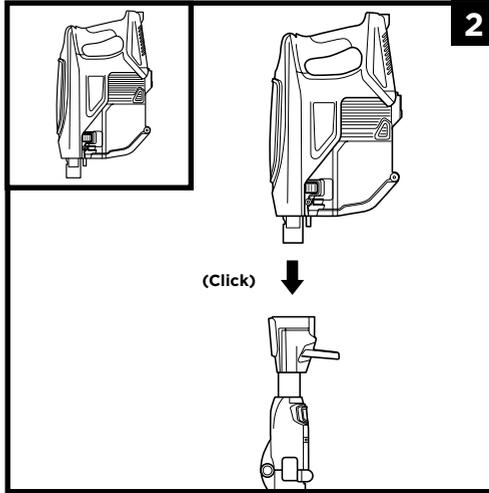
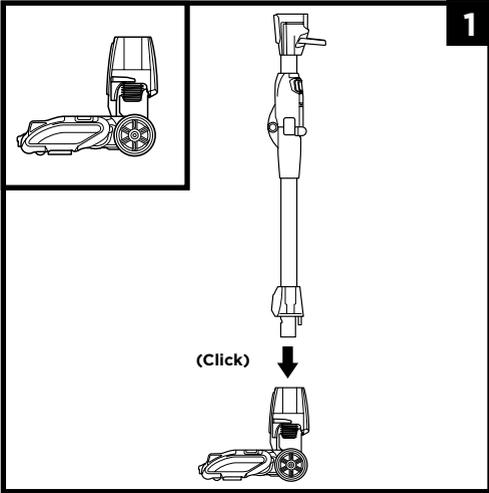
1. Your vacuum cleaner may consist of a motorized nozzle, wand, hose, and/or vacuum pod. This device contains electrical connections, electrical wiring, and moving parts that potentially present risk to the user.
2. Use only identical replacement parts.
3. Carefully observe and follow the instructions provided below to avoid improper use of the appliance. **DO NOT** use the vacuum for any purpose other than those described in this manual.
4. Before use, carefully inspect all parts for any damage. **DO NOT** use if any parts are damaged.
5. The use of an extension cord is **NOT** recommended.
6. This vacuum cleaner contains no serviceable parts.
7. 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.
8. Always turn off the vacuum cleaner before connecting or disconnecting any motorized nozzles or other accessories.
9. **DO NOT** handle plug or vacuum cleaner with wet hands.
10. **DO NOT** use without filters in place.
11. Only use Shark® branded filters and accessories. Failure to do so will also void the warranty.
12. **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.
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 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.

SAVE THESE INSTRUCTIONS

READ ALL INSTRUCTIONS BEFORE USE

15. Keep nozzle and all vacuum openings away from hair, face, fingers, uncovered feet, or loose clothing.
16. **DO NOT** use if vacuum cleaner 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 cleaner unattended while plugged in.
19. When powered on, keep the vacuum cleaner moving over the carpet surface at all times to avoid damaging the carpet fibers.
20. **DO NOT** place vacuum cleaner on unstable surfaces such as chairs or tables.
21. 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.
22. **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)
23. **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)
24. Turn off all controls before plugging in or unplugging the vacuum.
25. Unplug from electrical outlet when not in use and before any maintenance or cleaning.
26. Hand wash with water only. Washing with cleaning chemicals could damage the unit.
27. During cleaning or routine maintenance, **DO NOT** cut anything other than hair, fibers, or string wrapped around the brushroll.
28. Allow all filters to air-dry completely before replacing in the vacuum to prevent liquid from being drawn into electric parts.
29. Make sure the dust cup and all filters are in place after routine maintenance.
30. If provided, secure the power cord around the two cord hooks during storage.

ASSEMBLY

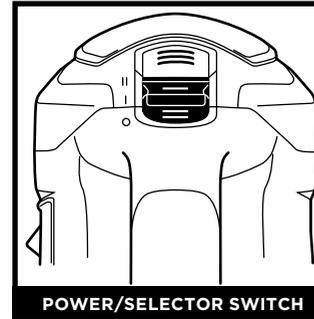


1. Insert **Wand** into **Floor Nozzle**.
2. Insert **Handheld Vacuum** into wand.
3. Snap the **Accessory Holder** onto the wand, then place accessories in the holder.

Ensure all connections click securely into place.

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

SETTINGS



○ Press the power button to begin vacuuming. To turn off power, press button again.

I Bare Floor/Small Area Rugs

The brushrolls spin slowly to clean bare floors and small area rugs.

II Carpet

The brushrolls spin faster to pick up debris below the surface of your carpets.

POWER/SELECTOR SWITCH

NOTE: For deep cleaning per ASTM F 608 (embedded dirt in carpets) please use the Carpet setting.

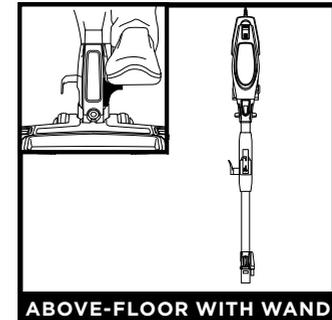
NOTE: Select Carpet for stuck-on dust and debris.

CLEANING MODES



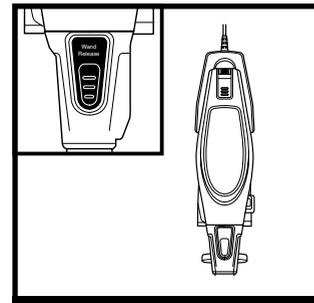
FLOOR MODE

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



ABOVE-FLOOR WITH WAND

Detach the nozzle for more reach to clean baseboards, ceiling fans, window sills, and other hard-to-access areas. To disconnect the wand, stand the vacuum upright. Step on the foot pedal on the side of the nozzle, then pull the wand out of the nozzle.

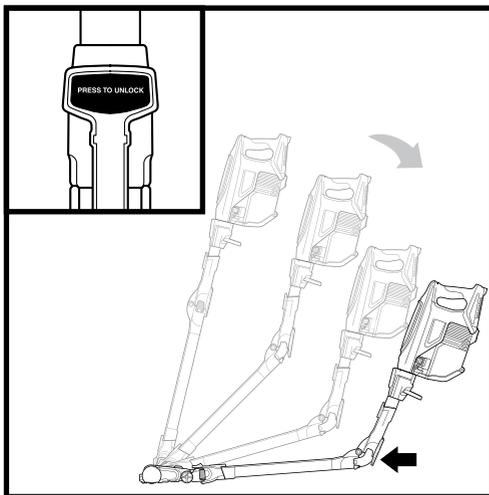


ABOVE-FLOOR HANDHELD

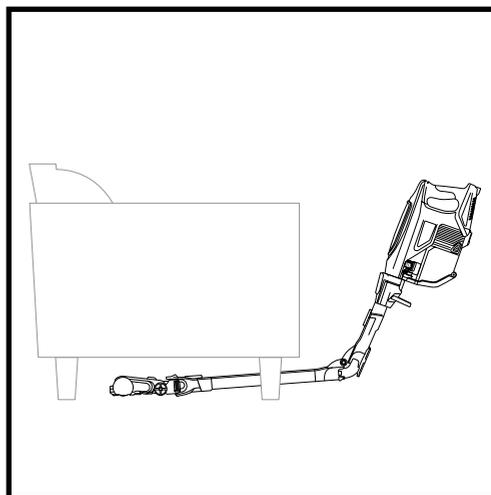
To use in Hand Vac mode, press the **Wand Release** button and lift the handheld vacuum off the wand. Great for cleaning stairs, furniture, and countertops.

USING THE MULTIFLEX™ WAND

MULTIFLEX REACH



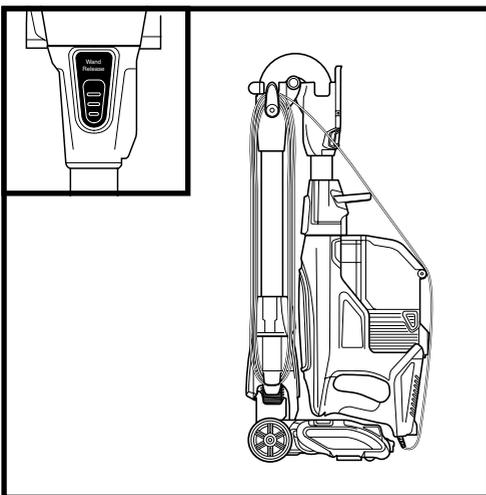
Press the unlock latch on the back of the wand, then adjust the angle.



Adjust the wand to a lower angle to easily clean under furniture.

STORAGE

STORAGE



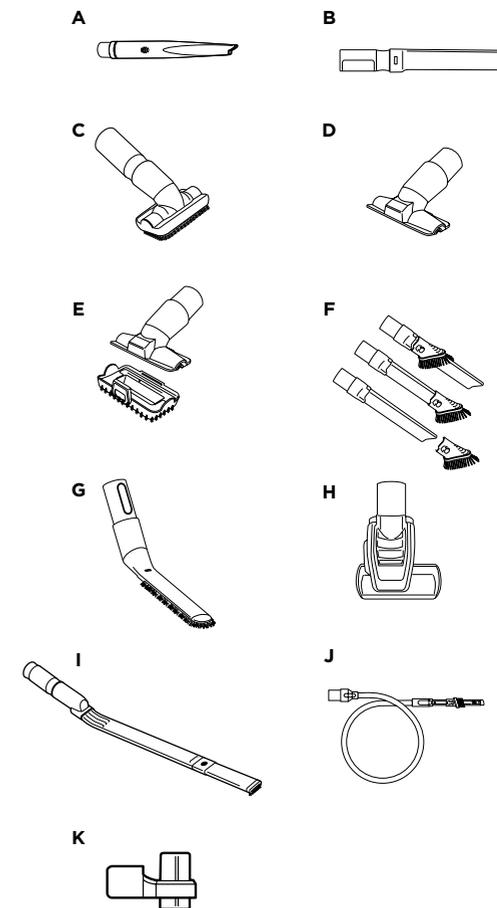
Looking at the vacuum from the side with the cord hooks, wrap the power cord anti-clockwise around the hooks, starting under the bottom hook. Then press the **Multiflex Wand Lock Release** button and gently fold the handheld vacuum forward toward the floor nozzle. Use the handle to carry the vacuum to its storage location.

To take the vacuum out of storage mode, press the **Multiflex Wand Lock Release** button while lifting up the handheld vacuum. When straightened, the wand will lock in place.

AVAILABLE ACCESSORIES

NOTE: Not all accessories come with all units. Please see the enclosed Quick Start Guide for your unit's configuration. To order additional accessories, visit sharkclean.com.au or sharkclean.co.nz

- A 8" Crevice Tool**
Can access corners, baseboards, tight spaces, and ceilings for versatile cleaning.
- B 12" Crevice Tool**
Clean in tight spaces or reach baseboards and ceilings with this slim crevice tool.
- C Dusting Brush**
Dust shelves, baseboards, window and door frames, and much more. Turn the brush head to adjust the angle to the surface you're cleaning.
- D Pet/Upholstery Tool**
Perfect for removing pet hair and lint from furniture and other upholstered surfaces.
- E 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.
- F Duster Crevice Tool**
Two cleaning tools in one. The crevice tool gives you extended cleaning reach to clean in tight spaces, while the soft brush is ideal for dusting delicate surfaces.
- G Anti-Allergen Dust Brush**
Features Nylon fiber bristles specifically designed for removing fine dust and allergen particles from the most delicate surfaces.
- H Self-Cleaning Pet Power Brush**
Tackles pet hair and ground-in dirt from above-floor areas like carpeted stairs and upholstery, while actively removing hair wrap as it cleans.
- I Under-Appliance Wand**
Clean under and behind hard-to-move appliances and furniture with this adjustable 36" tool. Flip the extension piece over to clean the underside of appliances.
- J Precision Duster**
Flexible tube with micro-duster crevice tool on the end for cleaning around delicate objects and in difficult-to-reach spots like car interiors and computer keyboards.
- K Onboard Storage Clip**
Removable clip attaches to the vacuum wand. Can hold up to two accessories at a time while cleaning or for storage.

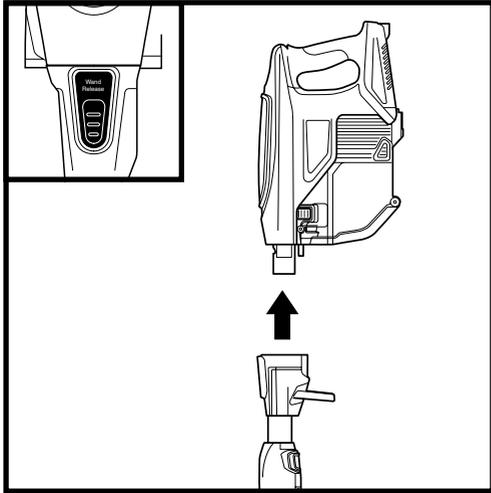


MAINTENANCE

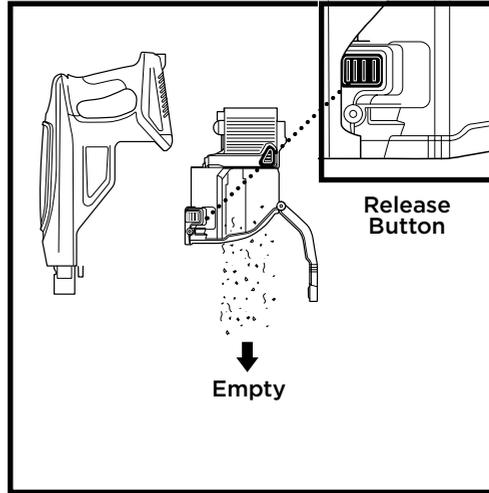
IMPORTANT: Unplug the vacuum before performing any maintenance.

EMPTYING THE DUST CUP

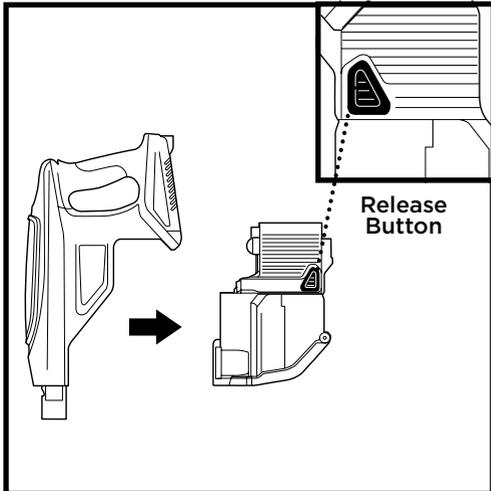
Empty the dust cup each time you vacuum and periodically during cleaning, when debris in the dust cup reaches the MAX fill line.



Press the wand release button and lift the handheld vacuum off the wand.



To remove the dust cup from the handheld vacuum, squeeze the two **Dust Cup Release** buttons at the same time and pull out the dust cup.



Hold the dust cup over the trash. Press the **Empty** button and pull the dust cup open.

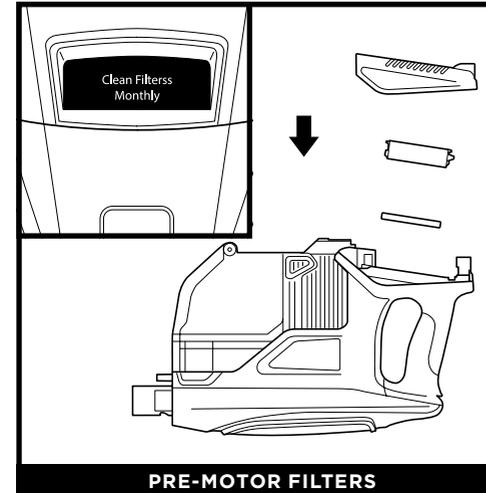
MAINTENANCE

IMPORTANT: Unplug the vacuum before performing any maintenance.

CLEANING FILTERS

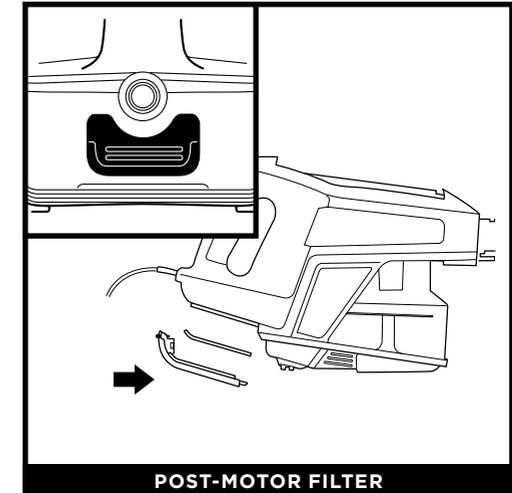
Perform regular maintenance on the filters to keep your vacuum's suction power optimal.

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



PRE-MOTOR FILTERS

The **Pre-Motor Filters** should be washed once a month.



POST-MOTOR FILTER

The **Post-Motor Filter** should be washed once every 9 months.

REPLACEMENT FILTERS

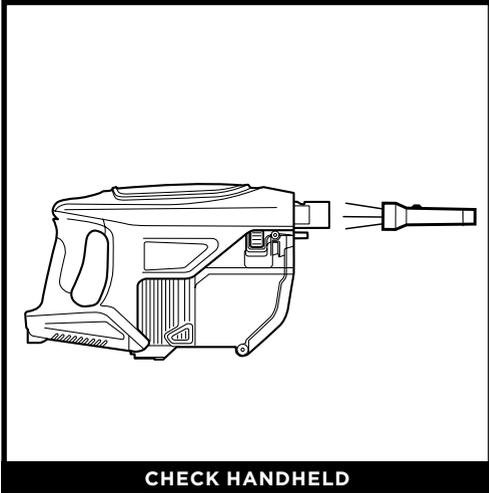
Replacement Pre-Motor Filter Kit
XFMFF390EU

Replacement Post-Motor Filter
XHF390EU

NOTE: The pre-motor filters should be replaced every 2.5 years. The post-motor filter should be replaced every 3 years.

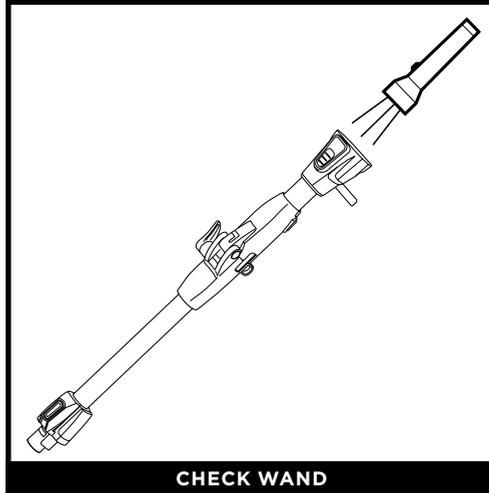
MAINTENANCE

CHECKING FOR BLOCKAGES



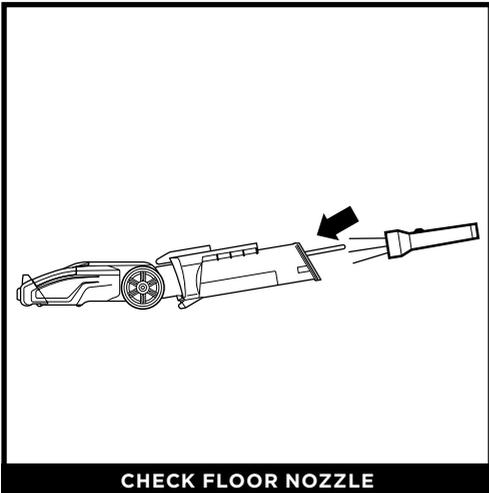
CHECK HANDHELD

Remove the handheld vacuum from the wand and check all dust cup intake openings.



CHECK WAND

Detach the wand and check it for blockages.



CHECK FLOOR NOZZLE

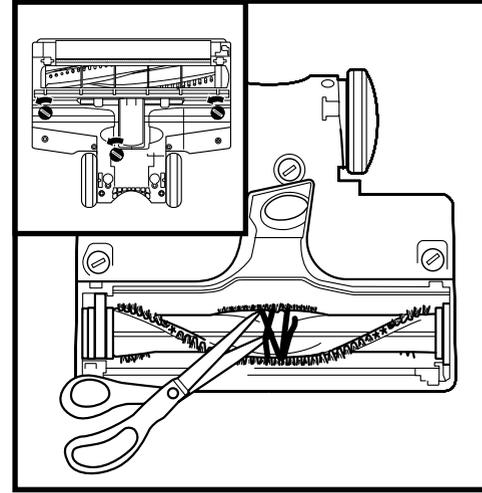
Detach the wand, then remove the Soft Roller.

Tilt the floor nozzle tube back and check openings for blockages. Reinsert Soft Roller until it clicks securely into place.

Remove any blockages or debris from the floor nozzle debris intake (See Nozzle Maintenance section).

MAINTENANCE

NOZZLE MAINTENANCE

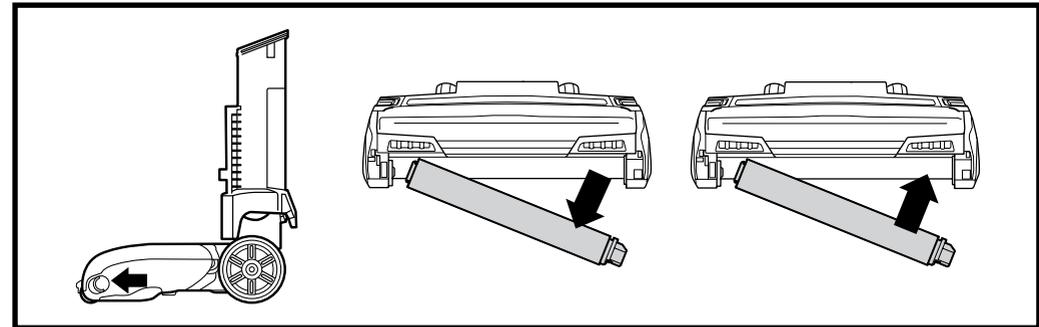


If you notice any hair wrap, continue vacuuming and the **Self-Cleaning Brushroll** will automatically remove it. If some hair wrap remains after continued use, remove the brushroll cover from the bottom of the nozzle and use scissors to carefully cut away the hair.

To remove the cover, use a coin to turn the locks counterclockwise. Lift off the cover and remove any debris or hair wrap. Check the **Debris Intake** and clear away any dirt or blockages.

To close the cover, push down until it clicks into place, then turn the locks clockwise until closed.

CLEANING THE SOFT ROLLER



- 1 To remove the Soft Roller, slide the **Eject Roller** button on the floor nozzle.
- 2 Tap loose debris off the Soft Roller. Use a dry towel to wipe it clean, and to remove any debris caught in the teeth behind the Soft Roller.
- 3 Hand-wash the Soft Roller as needed. Use only water, and let it air-dry completely for at least 24 hours.
- 4 Reinsert the Soft Roller and press it in until it clicks securely into place.

NOTE: For best performance, keep the Soft Roller clean with regular maintenance.

⚠ WARNING: To reduce the risk of shock and unintended operation, turn power off 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 drying the filters before re-inserting in the vacuum.
- Dust cup may be full; empty dust cup.
- Check hose, hose connections, nozzle, and accessories for blockages; clear blockages if required.
- Remove any string, carpet fibres, or hair that may be wrapped around the brushrolls.

Vacuum lifts area rugs.

- Turn off unit to disengage the brushrolls. Move switch to Hard Floor setting to turn on the slow brushrolls, which is optimal for bare floors and area rugs.
- Suction is powerful. Take care when vacuuming area rugs or rugs with delicately sewn edges.

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. Disconnect the nozzle and remove blockage, then reconnect and turn vacuum back on.
- With the power on, recline the handle, which will automatically turn on the brushrolls.

Vacuum turns off on its own or Brushroll Indicator Light flashes red.

- This vacuum is equipped with a motor-protective thermostat. If your vacuum overheats, the thermostat will automatically turn the suction motor off. Perform the following steps to restart the thermostat:
 1. Turn vacuum off 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.
- If hose is not fully connected to the pod, it can cause a poor electrical connection and the hose can come loose, turning the vacuum off.
 1. Turn vacuum off and unplug it.
 2. Empty dust cup and clean filters.
 3. Check for blockages in hose, accessories, and inlet openings.
 4. Remove cord from cord hook so hose latch can be seen and engaged.
 5. Ensure you hear an audible click at all connection points:
 - a. Where hose meets back of pod (may require additional force; pull on hose to ensure latch is fully engaged)
 - b. Where wand plugs into floor nozzle
 - c. Where handle plugs into wand
 6. Plug in vacuum and turn it on.

Note: If vacuum still does not start, contact Customer Service at AUS 02 8801 7666 | NZ 0800 112 660

For guarantee claims, you will need to submit a proof of purchase in the form of a valid receipt that displays date and place of purchase. This warranty does not replace but is in addition to your statutory rights.

If your product becomes defective due to faulty material or workmanship within a period of 2 years from the date of purchase, we warrant to do the following:

- For New Zealand Consumers: We will replace the defective/faulty part with a new product, free of charge, or if the unit is deemed defective/faulty we replace the unit with an equivalent or upgraded model, at our discretion.
- For Australian Consumers: Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Replacement items will be covered by the limited warranty for the balance of the warranty period from the date of the original purchase.

Your warranty is subject to the following conditions

- DO NOT operate the appliance with a damaged plug or cord, or if the unit has been dropped, damaged or dropped in water.
- To avoid the risk of electric shock, do not disassemble or attempt to repair the appliance on your own. If the supply cord is damaged, it must be replaced by a qualified electrician to avoid a hazard. Incorrect re-assembly or repair can cause a risk of electric shock or injury to persons when the appliance is used.
- The item has not been misused, abused, neglected, altered, modified or repaired by anyone.
- The item has been subjected to fair wear and tear.
- The item has not been used for trade, professional or hire purposes.
- The item has not sustained damage through foreign objects, substances or accident

Customer costs within warranty

The customer is responsible for any inwards freight charge to return a product for warranty if requested, and outward freight charge for warranty parts and or replacement unit.

Who is covered?

This warranty applies only to the original purchaser, who bought the product from an authorised retailer and may not be transferred. Proof of purchase is required.

What is not covered?

- Filters and brushrolls
- Accessories supplied with the item.
- Components that are subject to natural wear and tear caused by normal use in accordance with operating instructions.
- Unauthorised/improper maintenance/handling or overload is excluded from this warranty.

REGISTER YOUR PURCHASE

 **AUS** sharkclean.com.au
NZ sharkclean.co.nz

 **AUS** 02 8801 7666
NZ 0800 112 660

Scan QR code using mobile device

RECORD THIS INFORMATION

Model Number: _____

Date Code: _____

Date of Purchase: _____
(Keep receipt)

Store of Purchase: _____

TECHNICAL SPECIFICATIONS

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

Watts: 450W

Benefits of registering your product and creating an account:

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

TIP: The model number is on the rating label behind the dust cup.

TIP: The date code is on one of the prongs of the power cord plug.

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PLEASE READ CAREFULLY AND KEEP FOR FUTURE REFERENCE.

This Owner's Guide is designed to help you get a complete understanding of your new Shark® Corded Stick Vacuum with Self-Cleaning Brushroll and MultiFLEX™.

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.

For SharkNinja U.S. Patent information, visit sharkninja.com/uspatents/

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