

# ***Shark***<sup>®</sup>

**ROCKET™ CORDED VACUUM  
WITH DUOCLEAN®**

**HV382ANZ  
Series**

**OWNER'S GUIDE**

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**duo**clean<sup>®</sup>


# THANK YOU


for purchasing the Shark® Rocket™ Corded Vacuum with DuoClean®

## REGISTER YOUR PURCHASE

 AUS [sharkclean.com.au](http://sharkclean.com.au)  
NZ [sharkclean.co.nz](http://sharkclean.co.nz)

 AUS 02 8801 7666  
NZ 0800 112 660

 **TIP:** You can find the model number on the rating label located on the back of your unit.

 **TIP:** You can locate the date code on one of the prongs of the power cord plug.

## RECORD THIS INFORMATION

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

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

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

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

## TECHNICAL SPECIFICATIONS

Voltage: 220–240V~, 50-60Hz

Watts: 600W

Power Nozzle: 80W

## 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 Rocket Corded Vacuum with DuoClean.

If you have any questions, please call the customer service line at AUS 02 8801 7666 or NZ 0800 112 660.

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# IMPORTANT SAFETY INSTRUCTIONS

## HOUSEHOLD USE ONLY

**To reduce the risk of electric shock, this vacuum cleaner has a polarised plug (one blade is wider than the other). As a safety feature, this plug will fit into a polarised 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**

1. Your vacuum cleaner may consist 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.
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.

#### **USE WARNINGS**

7. **DO NOT** allow the appliance to be used by children. Close supervision is necessary when used near children. This is not a toy.
8. Always turn off the vacuum cleaner before connecting or disconnecting any motorised 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 motorised 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.
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.

# SAVE THESE INSTRUCTIONS

## READ ALL INSTRUCTIONS BEFORE USE

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 fibres.
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, fibres, 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.

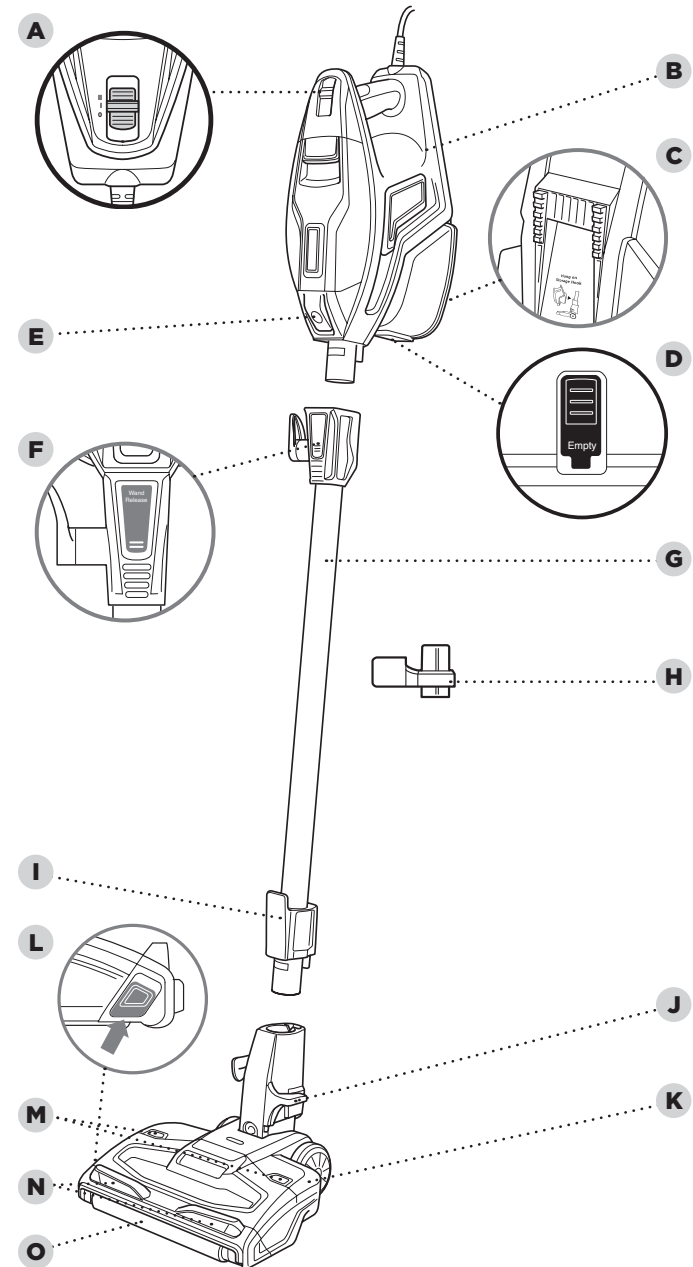
# GETTING TO KNOW YOUR SHARK® ROCKET™ CORDED VACUUM WITH DUOCLEAN®

## WELCOME!

Congratulations on your purchase. Use this Owner's Guide 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** Handheld Vacuum
- C** Handheld Vacuum Catch
- D** Dust Cup Release
- E** LED Light
- F** Wand Release
- G** Wand
- H** Onboard Storage Clip
- I** Handheld Vacuum Storage Hook
- J** Lower Wand Release Pedal
- K** Motorised Floor Nozzle
- L** Soft Roller Access Button
- M** Brushroll Garage Release Buttons
- N** Headlights
- O** Soft Roller

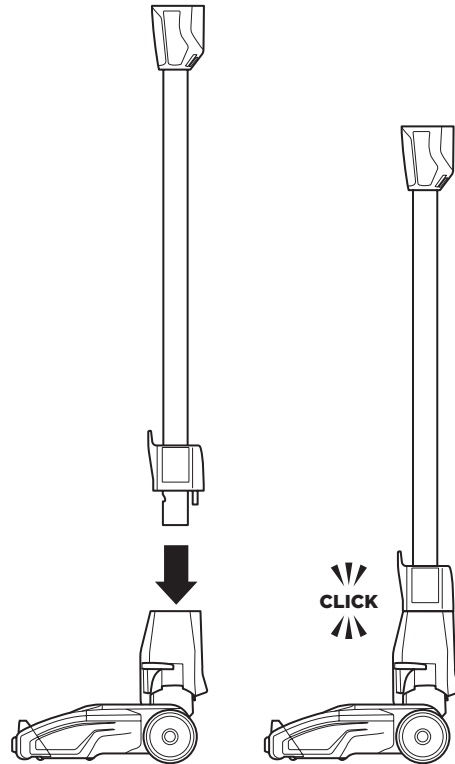


# ASSEMBLING YOUR VACUUM

## DID YOU KNOW?

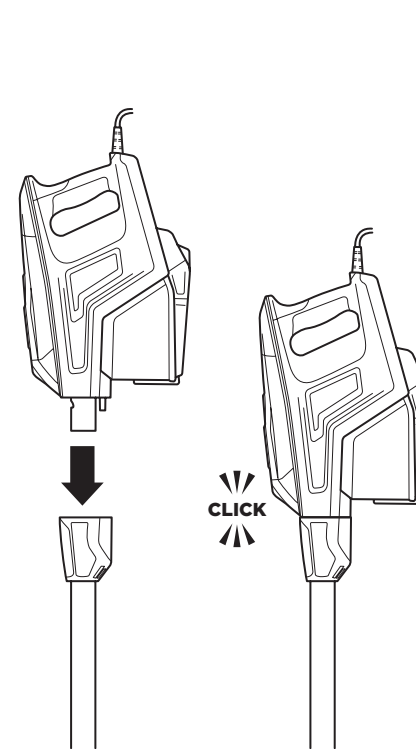
The motorised floor nozzle and handheld vacuum have LED lights that illuminate the floor surface being cleaned. The lights turn on automatically in either speed setting.

### STEP 1



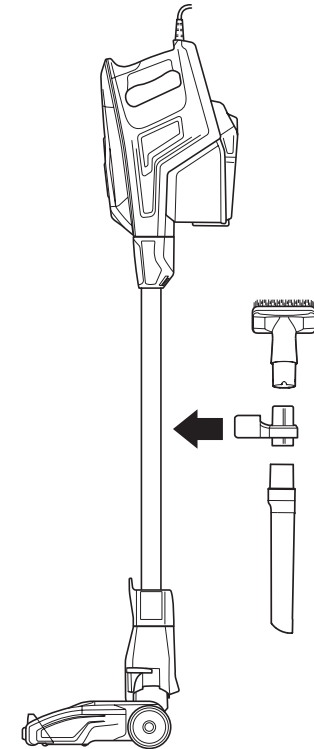
- 1** Insert the wand into the motorised floor nozzle connector until it clicks into place.

### STEP 2



- 2** Insert the handheld vacuum into the top of the wand until it clicks into place.

### STEP 3



- 3** This vacuum comes with a detachable clip to store up to 2 accessories on board. Snap clip onto the wand. Store one accessory on top holder and one accessory on bottom holder.

## USING THE MOTORISED FLOOR NOZZLE

**⚠ WARNING:** This vacuum does not stand up on its own, so when taking a break from cleaning, rest it against a piece of stable furniture or lay it flat on the floor. Using for an application where the unit lacks stability may result in personal injury.

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

### WHAT DOES THE BRUSHROLL INDICATOR LIGHT MEAN?

#### **Solid Green**

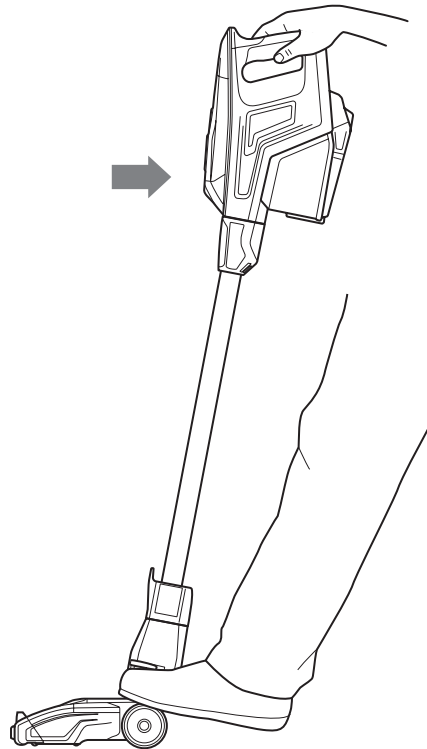
The brushrolls are on and working as they should.

#### **Solid Red**

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

#### **No Light**

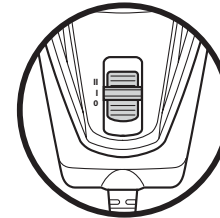
The brushrolls are off because the vacuum is off.



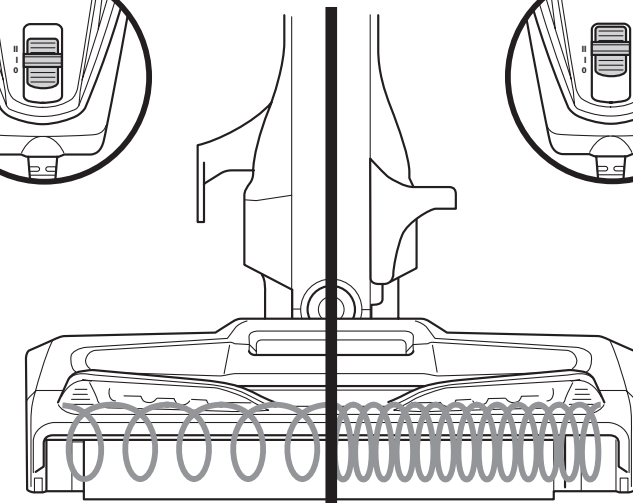
- 1 Plug the unit in and recline the wand.

## CHOOSING THE APPROPRIATE SETTING

### Bare Floor, Area Rugs (I)



### High Pile Carpets (II)



The Shark® Rocket™ Complete with DuoClean® has a 2-speed power slider switch on the handle. Slide the power switch to appropriate speed setting (I or II) and start cleaning.

**Bare Floor, Area Rugs (I)** - The brushroll and the Soft Roller both spin together slowly to clean bare floors and delicate area rugs. The Soft Roller traps fine dust and large particles, while the brushroll directs that debris to the suction channel.

**High Pile Carpets (II)** - Both brushrolls spin faster, working together to pick up debris below the surface of your carpets.

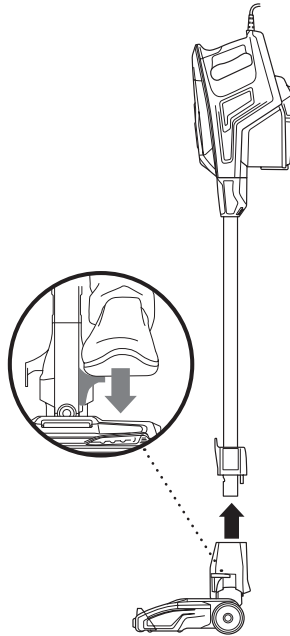
**NOTE:** For deep cleaning per ASTM F 608 (embedded dirt in carpets) please set to High Pile Carpets (II).

## USING YOUR VACUUM IN ABOVE-FLOOR MODE

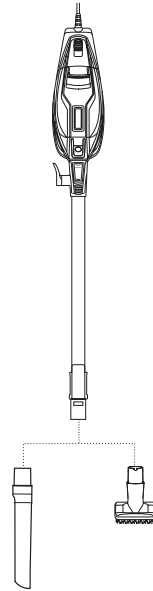
**NOTE:** Both power settings provide the same suction power.

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

### STEP 1



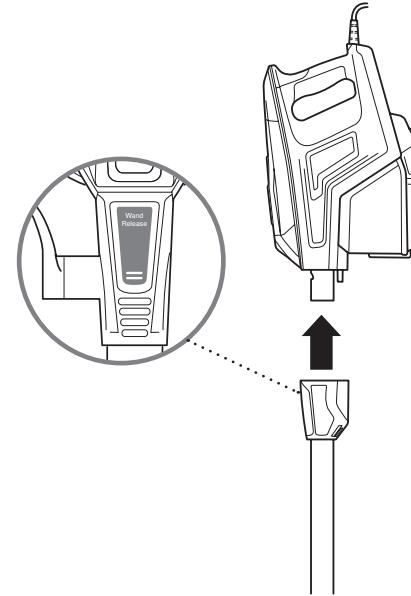
### STEP 2



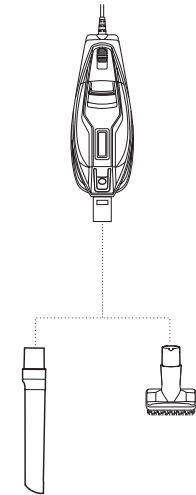
#### For Long-Reach Cleaning:

- 1 Stand the vacuum upright. Step on the foot pedal and pull the wand up to disconnect it from the motorised floor nozzle.
- 2 Attach desired cleaning accessory.

### STEP 1



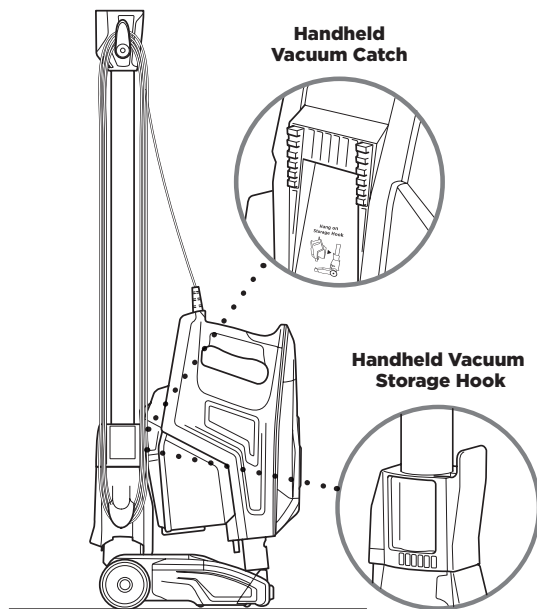
### STEP 2



#### For Short-Reach Cleaning:

- 1 Press the Wand Release button at the top of the wand to disconnect it from the handheld vacuum.
- 2 Attach desired cleaning accessory. The LED light on the handheld vacuum turns on automatically when the power is on.

## STORAGE



- 1 Press the Wand Release button at the top of the wand to detach the handheld vacuum. Align the catch on the bottom of the handheld vacuum with the storage hook on the wand. Slide the handheld vacuum down so the catch hangs from the storage hook. Wrap the power cord around the top hook first, leaving a little slack while wrapping.

## ACCESSORIES

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

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

**To purchase additional accessories, visit [sharkclean.com.au](http://sharkclean.com.au) or [sharkclean.co.nz](http://sharkclean.co.nz)**

### A Crevice Tool

Clean in corners and other tight spaces or reach baseboards and ceilings with this slim crevice tool.

### B Dusting Brush

This brush dusts and cleans delicate surfaces. Great for use on fans, blinds, lampshades and keyboards.

### C Upholstery Tool

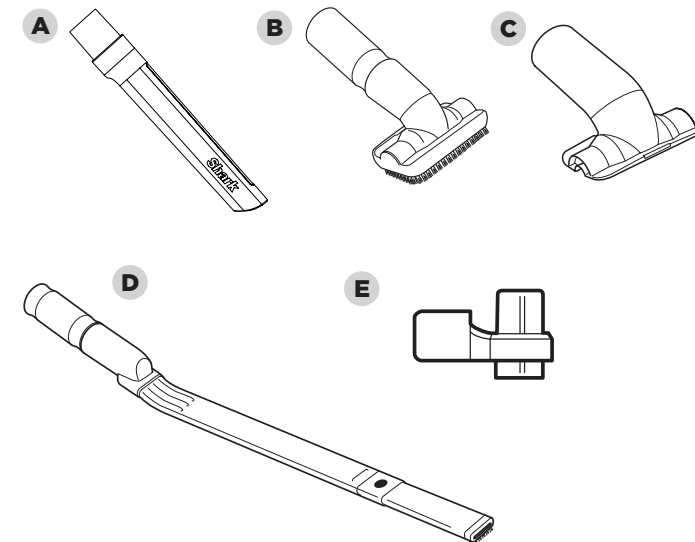
Picks up pet hair, dust, and large debris from mattresses, couches, curtains and other delicate upholstered fabrics.

### D Under-Appliance Wand

Clean under and behind hard-to-move appliances and furniture with this adjustable 91.4 cm tool. Flip the extension piece over to clean the underside of appliances.

### E Onboard Storage Clip

This removable clip attaches to your vacuum. The clip can store up to two accessories at a time while you clean.





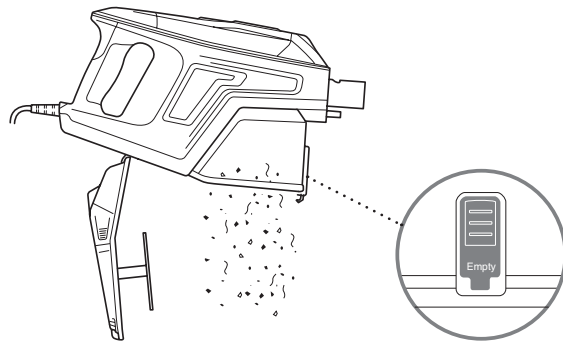
# MAINTAINING YOUR VACUUM

**⚠ WARNING: To prevent damage from chemicals, rinse filters with water only. Allow all filters to air-dry completely before reinstalling.**

**⚠ CAUTION: Turn power off and unplug before servicing.**

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

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



## RECOMMENDED FILTER CLEANING SCHEDULE:

### Pre-Motor Filter Kit

(Foam & Felt)  
XFFH380  
Clean once a month.

### Post-Motor Filter

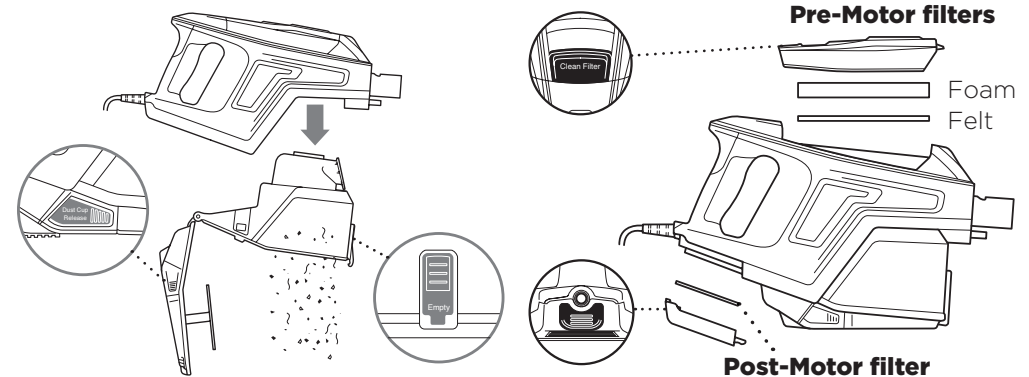
XPSTFH380  
Clean once a year.

## EMPTYING THE DUST CUP

- 1 Press the Wand Release button at the top of the wand to disconnect the handheld vacuum from the wand.

**OR**

To remove the dust cup from the handheld vacuum, squeeze the two Dust Cup Release buttons on both sides of the base at the same time, then pull out the dust cup.



- 2 Hold dust cup over a trash bin and press the Empty button on the front of the dust cup. The bottom lid will open, allowing the debris to fall out.
- 3 Once dust cup is empty, close the bottom lid and insert dust cup back into handheld vacuum until it clicks into place.

## CLEANING THE FILTERS

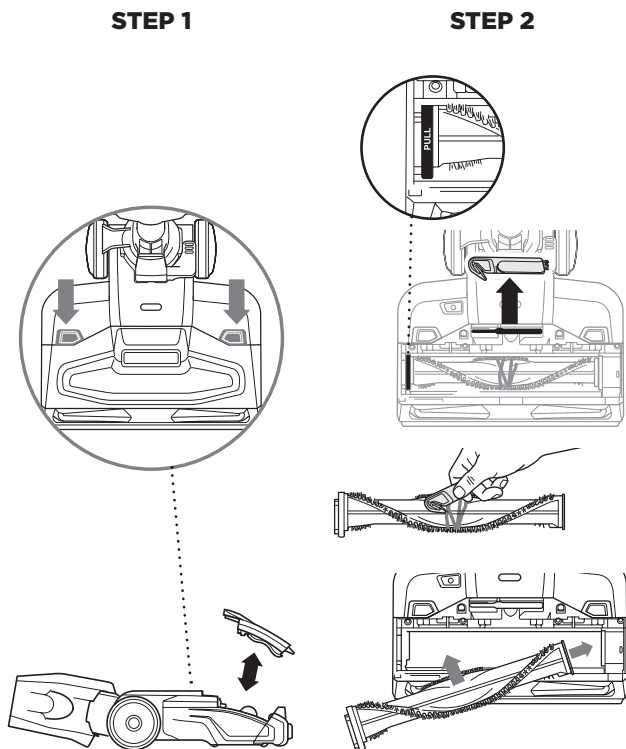
- 1 Access the Pre-Motor foam and felt filters by lifting the latch on the top of the handheld vacuum. Remove and rinse the filters with water. Tap loose dirt off filters between washes as needed. Once completely dry, insert the felt filter first, then place the foam filter on top of it.
- 2 Access the Post-Motor filter under the handle. Remove and rinse the filter with water.

## MAINTAINING YOUR VACUUM - CONT.

**⚠ WARNING:** Do not cut anything but the hair, fibres or string that is wrapped around the brushroll.

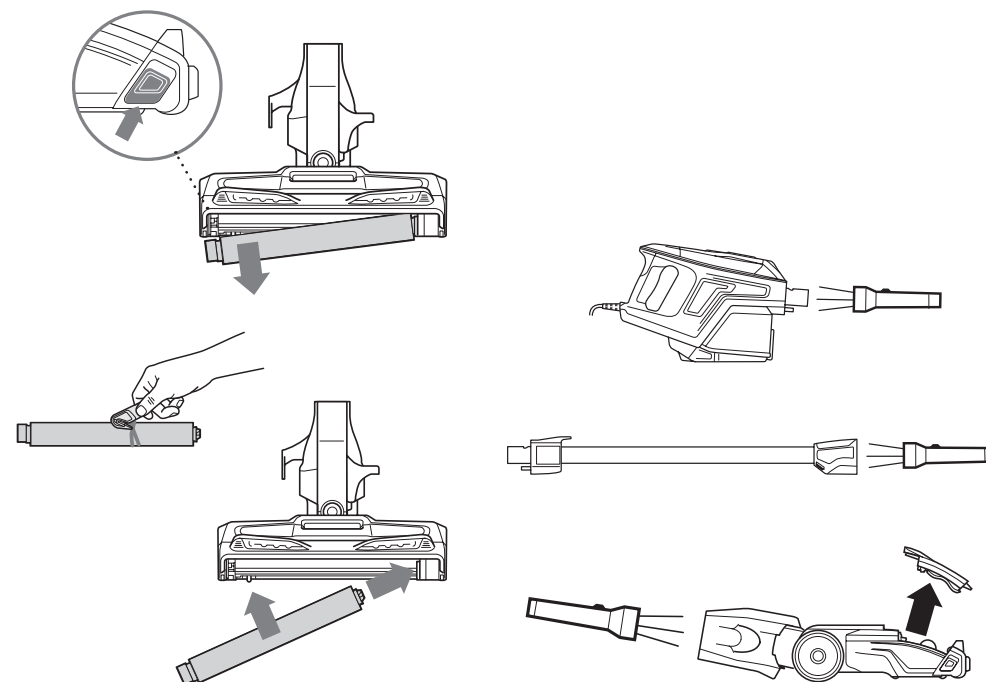
**💡 TIP:** Ensure the brushroll garage is completely sealed and closed before using.

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



### MAINTAINING THE BRUSHROLL

- 1 Press down on the two buttons on the floor nozzle to pop up the brushroll garage lid.
- 2 Lift the brushroll out by the tab on the left side. To remove any string, hair or debris that may be wrapped around the brushroll, use the onboard hair removal tool. The tool is located in a compartment on the nozzle, above the brushroll.
- 3 To reinstall the brushroll, return it to the brushroll garage. Press down on the brushroll garage lid until it clicks into place.



### MAINTAINING THE SOFT ROLLER

- 1 Slide the Soft Roller access button up to remove the Soft Roller.
- 2 Use the onboard hair removal tool to remove any string, carpet fibres or hair that may be wrapped around the Soft Roller. The tool is located in a compartment on the nozzle, above the brushroll. You can also tap loose debris off the Soft Roller, or wipe it clean with a dry towel. If you see any fibres or hair buildup in the teeth behind the Soft Roller, take a dry towel and wipe it away.
- 3 Wash the Soft Roller as needed. Use only water, and let air-dry completely for at least 24 hours.
- 4 Reinsert the Soft Roller by sliding it into the front of the nozzle until it clicks into place.

### CHECKING FOR BLOCKAGES: HANDHELD, WAND, AND FLOOR NOZZLE

- 1 Remove the wand from the handheld portion and check all dust cup intake openings.
- 2 Remove the floor nozzle from the wand and check the wand for blockages.
- 3 Tilt neck of floor nozzle back to straighten the airway. Remove blockages.

## TROUBLESHOOTING GUIDE

### **Vacuum is not picking up debris. No suction or light suction.** (Refer to Maintenance section for more information.)

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

### **Vacuum lifts area rugs.**

- Suction is powerful. Take care when vacuuming area rugs or rugs with delicately sewn edges.
- Turn off the unit to disengage the brushroll and restart with the Power slider switch.

### **Brushroll/Soft Roller does not spin.**

- If Brushroll Indicator Light on the floor nozzle turns red, the brushroll and/or Soft Roller have stopped spinning. Immediately turn off and unplug vacuum and remove blockage before reconnecting and turning vacuum back on.
- If Brushroll Indicator Light on the floor nozzle is green, the blockage has been successfully cleared. If the light is still red, please contact customer service at AUST: 02 8801 7666 or NZ: 0800 112 660.

### **Vacuum turns off on its own.**

The vacuum may have overheated. Follow these steps to restart the motor-protective thermostat:

1. Turn vacuum off and unplug it.
2. Empty dust cup and clean filters (see Maintenance section).
3. Check for blockages in nozzle, wand, accessories, and inlet openings.
4. Allow unit to cool for a minimum of 60 minutes.
5. Plug in vacuum and turn it on.

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

# Shark | NINJA

## TWO (2) YEAR LIMITED REPLACEMENT WARRANTY

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.
- **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 brush rolls
- 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.

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NZ 0800 112 660  
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NZ [sharkclean.co.nz](http://sharkclean.co.nz)

## NOTES

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## NOTES

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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® Rocket™ Corded Vacuum with DuoClean®.

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