

# ***Shark***

## **Cordless Apex™ Vacuum**

IZ300ANZ - Cordless APEX Pro

IZ320ANZ - Cordless APEX Pro Pet

### **INSTRUCTIONS**

---

**duo**clean® **POWERFINS™**

**SELF-CLEANING  
BRUSHROLL**



# THANK YOU

for purchasing the Shark® Cordless Apex™ Pro Vacuum

---

## REGISTER YOUR PURCHASE AT:

 sharkclean.com.au  
sharkclean.co.nz

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

Benefits of registering your product and creating an account:

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

## RECORD THIS INFORMATION

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

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

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

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

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

## TECHNICAL SPECIFICATIONS

Voltage: 25.2V

Body Motor Watts: 309W

Nozzle Watts: 80W

## PLEASE READ CAREFULLY AND KEEP FOR FUTURE REFERENCE.

This instruction manual is designed to help you get a complete understanding of your new Shark Self-Cleaning Brushroll, DuoClean® & Powerfins™ Cordless Vacuum.

If you have any questions, please call the customer service line on

**AUS** 02 8801 7666

**NZ** 0800 112 660



# CONTENTS

---

<b>Product Registration</b> .....	<b>2</b>
<b>Important Safety Instructions</b> .....	<b>4</b>
<b>Assembling your Shark® Vacuum Cleaner</b> .....	<b>6</b>
<b>Using Your Lithium ION Power Pack Battery</b> .....	<b>7</b>
LED battery Power and Charging Indicators .....	7
Recycling your Lithium ION Power Pack Battery .....	7
<b>Charging Your Lithium ION Power Pack Battery</b> .....	<b>8</b>
<b>Settings</b> .....	<b>9</b>
<b>Cleaning Modes</b> .....	<b>10</b>
<b>Using the MultiFLEX® Wand</b> .....	<b>11</b>
MultiFlex Reach .....	11
MultiFlex Storage .....	11
<b>Maintaining your Vacuum Cleaner</b> .....	<b>12</b>
Emptying the Dust Cup .....	12
Removing and Cleaning the Dust Cup .....	12
Cleaning the Filters .....	13
Maintaining the Floor Nozzle .....	14
Checking for blockages .....	15
<b>Troubleshooting Guide</b> .....	<b>16</b>
<b>Additional Accessories Available</b> .....	<b>17</b>
<b>Guarantee</b> .....	<b>18</b>
<b>Battery Guarantee</b> .....	<b>19</b>



This marking indicates that this product should not be disposed 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:

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** Turn off all controls before unplugging.
- 29** Always turn off this appliance before connecting or disconnecting motorised nozzle or hand tool.

## BATTERY PACK

- 30.** The battery is the power source for the vacuum. Carefully read and follow all charging instructions.
- 31.** 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.
- 32.** 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.
- 33.** 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.
- 34.** 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.
- 35.** Battery should not be stored at temperatures below 3°C (37.4°F) or above 104°F (40°C) to maintain long-term battery life.
- 36. DO NOT** charge battery at temperatures below 5°C (40°F) or above 104°C (219°F). Charging improperly or at temperatures outside of the specified range may damage the battery and increase the risk of fire.
- 37.** Store the appliance indoors. **DO NOT** use or store it below 3°C (37.4°F). Ensure the appliance is at room temperature before operating.
- 38. DO NOT** expose the battery to fire or temperatures above 265°F (130°C) as it may cause explosion.
- 39.** Use appliances only with specifically designated battery packs. Use of any other battery packs may create a risk of injury and fire.
- 40.** 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.
- 41.** Different types of batteries or new and used batteries are not to be mixed.

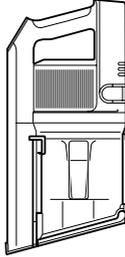
# SAVE THESE INSTRUCTIONS

## ASSEMBLY

1. Insert **Wand** into **Floor Nozzle**.
2. Insert **Handheld Vacuum** into wand.

For proper operation, ensure all components are completely connected and clicked into place.

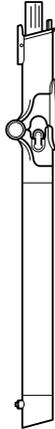
**Handheld Vacuum with  
Removable Battery**



2.



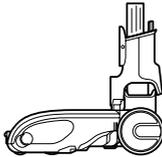
**MultiFLEX®  
Wand**



1.



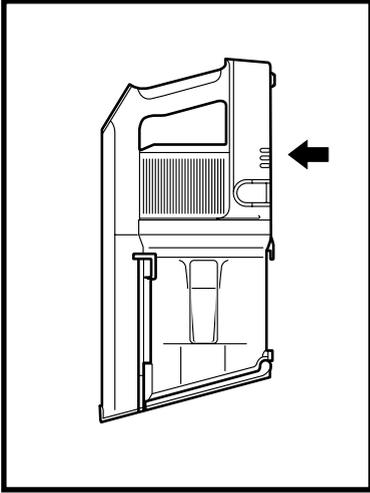
**DuoClean® PowerFins™  
Floor Nozzle**



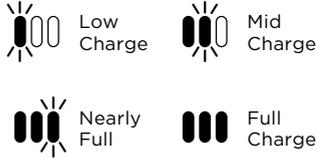
## LI-ION BATTERY

The Lithium ION Power Pack battery does not come fully charged. Prior to first use, charge completely. During first use, run the battery down until it is completely out of power. This will condition the battery.

### LED BATTERY POWER AND CHARGING INDICATORS



#### Charging



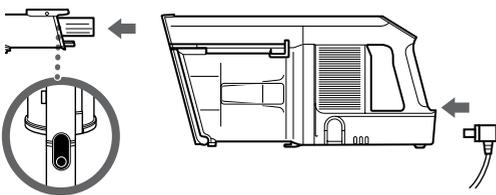
**NOTE:** Full charge takes approximately 4 hours.

### RECYCLING THE LI-ION BATTERY

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.

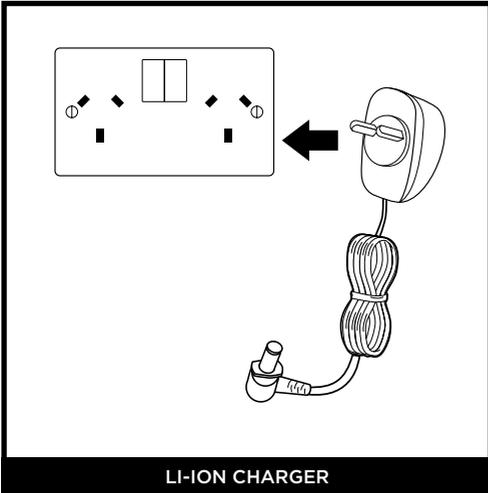
When your Lithium ION Power Pack Battery needs to be replaced, dispose of it or recycle it in accordance with local regulations. In some areas, it is illegal to place spent Lithium ION batteries in the bin or in a municipal solid waste stream. Return spent power packs to an authorised recycling center for recycling. Contact your local recycling center for information on where to drop off the spent power pack.

To charge, remove the handheld vacuum from the wand by pressing the Wand Release button and pulling up. Plug the charger into the charging port.

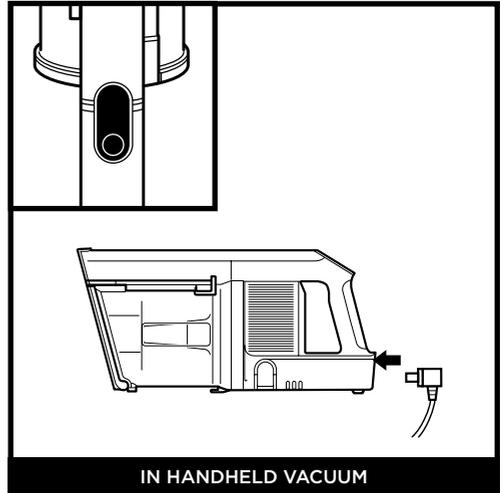


# CHARGING THE BATTERY

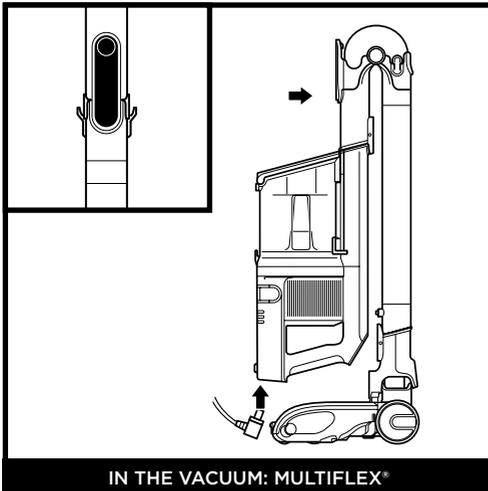
## USING THE LI-ION CHARGER



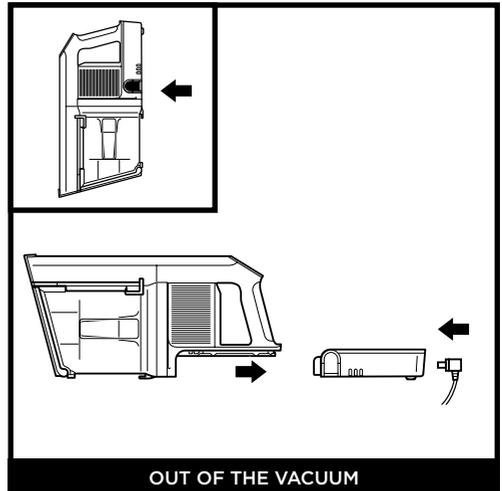
Plug the **Li-Ion Charger** into a wall outlet.



To charge simply plug the charger into the charging port while still attached to the wand.

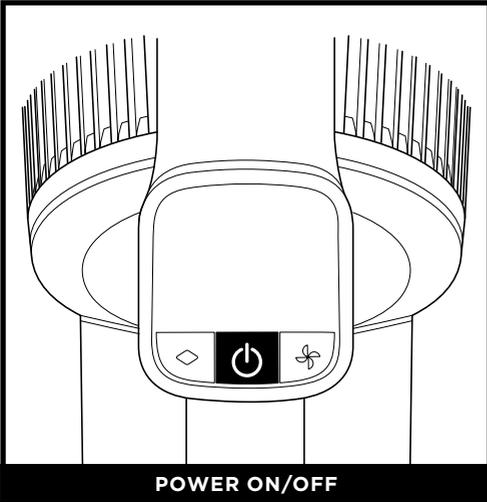


To put the vacuum in storage mode, press the **Multiflex® Wand Unlock Latch** while folding the handheld vacuum forward until the wand clicks and locks. Plug the charger into the charging port on the handheld vacuum.

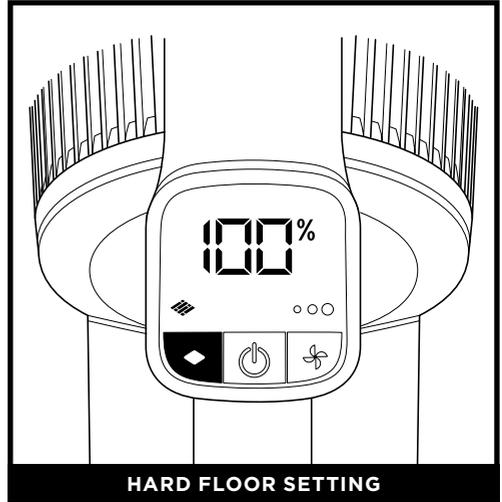


The battery is removable, press and hold the **Battery Release Button**, then slide out the battery. Plug the charger into the charging port on the battery. To reinstall the battery, slide it into the slot in the back of the handheld vacuum.

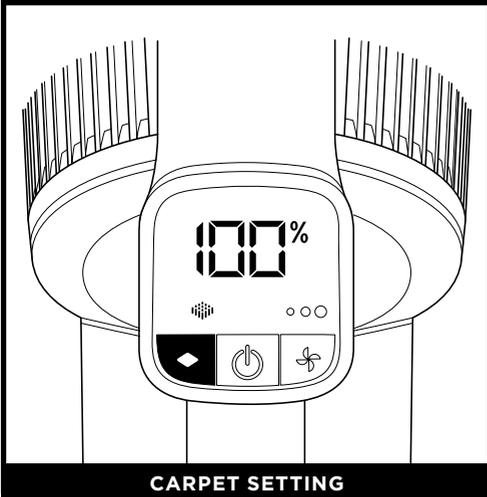
## SETTINGS



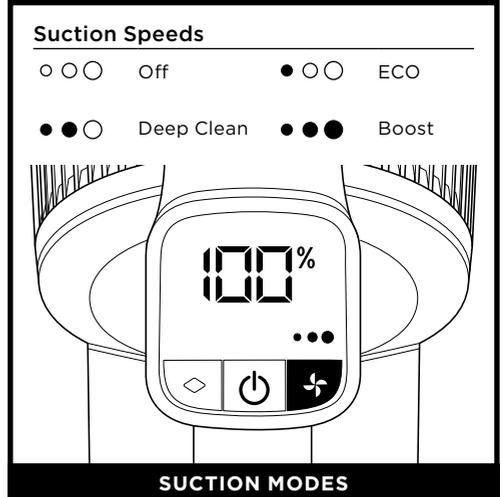
Press power button to turn on or off the vacuum.



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

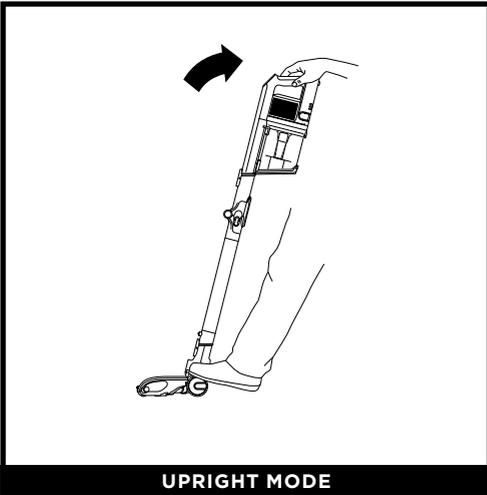


To vacuum in carpet mode, press the floor select button until the carpet icon (🏠) illuminates. The brushrolls will spin faster to help pick up dust below the surface of your carpets.



Press the (🌀) button to toggle between ECO, Deep Clean and Boost modes. To save battery power, select ECO mode. For everyday cleaning, select Deep Clean. For extra power, select Boost mode.

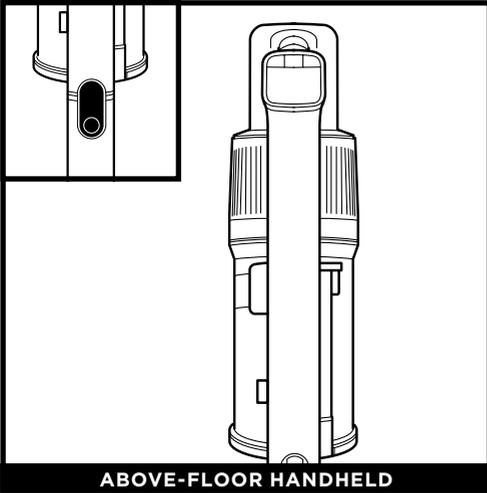
## CLEANING MODES



**UPRIGHT MODE**

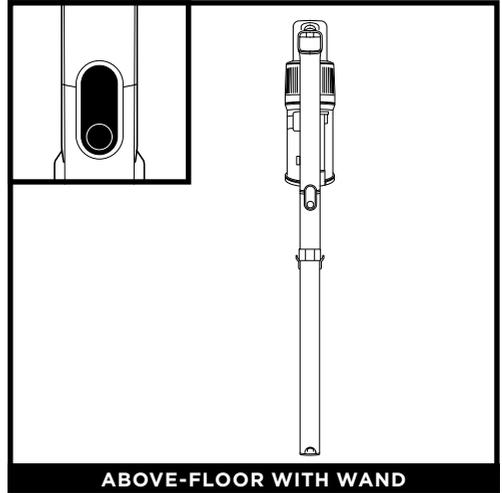
To clean floors, place foot on floor nozzle and tilt handheld vacuum back.

**NOTE:** Brushrolls will only engage when the handheld vacuum is tilted back.



**ABOVE-FLOOR HANDHELD**

Press the wand release button and lift the handheld vacuum off the wand. Attach an accessory for great cleaning on stairs, furniture, and other above-floor areas.



**ABOVE-FLOOR WITH WAND**

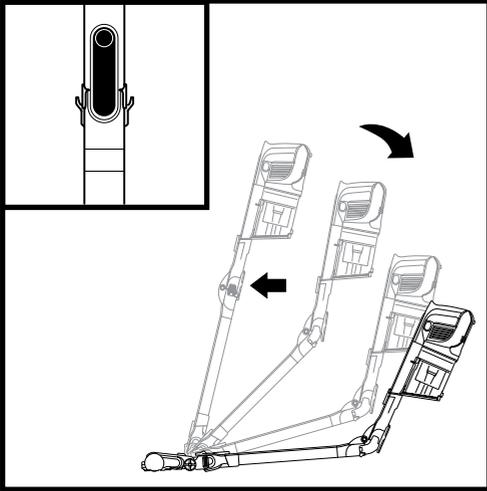
Stand the vacuum upright and press the nozzle release button located at the bottom of the wand, above the nozzle. Lift wand to detach.

Attach an accessory for great cleaning on skirting boards, ceiling fans, window sills, and other hard-to-access areas.

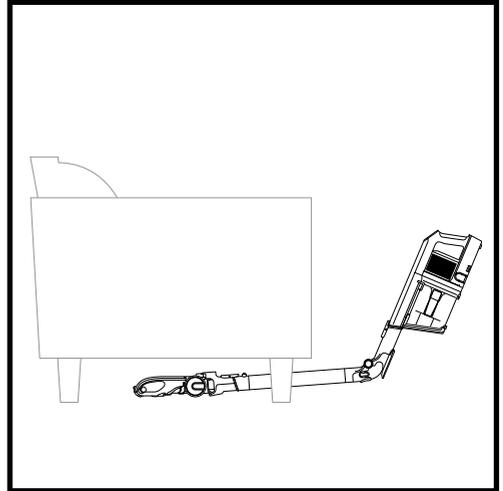
**NOTE:** All accessories are compatible with both the wand and the handheld vacuum.

# USING THE MULTIFLEX® WAND

## MULTIFLEX® REACH

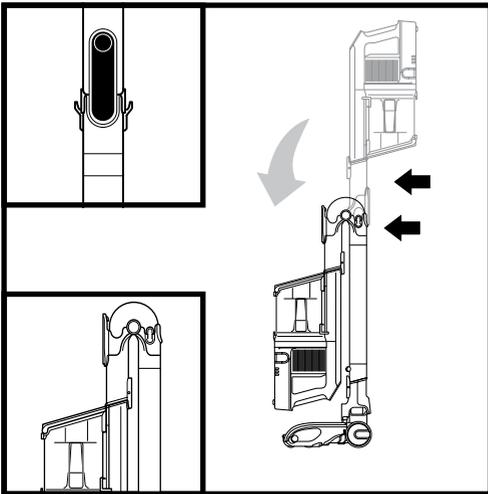


Press the unlock latch on the back of the wand, then adjust the angle.

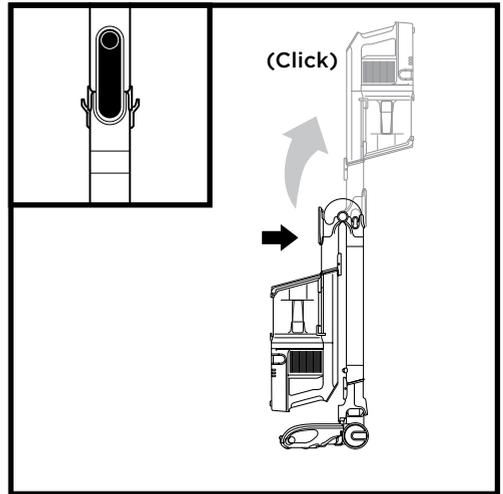


Adjust the wand to a lower angle to easily clean under furniture.

## MULTIFLEX® STORAGE



To put the vacuum in storage mode, press the unlock latch while folding the handheld vacuum forward.

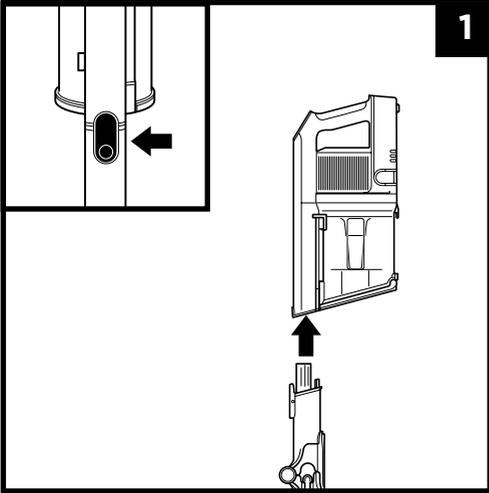


To take the vacuum out of storage mode, press the unlock latch and lift up the handheld vacuum until the wand clicks and locks into place.

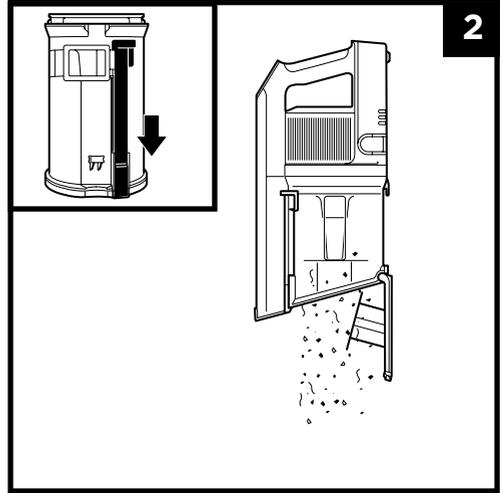
**NOTE:** Take care whenever folding or unfolding the wand to ensure fingers cannot be caught in the mechanism.

# MAINTAINING YOUR VACUUM

## EMPTYING THE DUST CUP

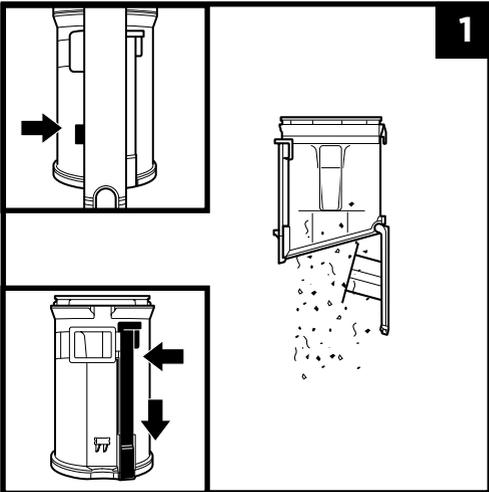


Press the wand release button to detach the handheld vacuum from the wand.



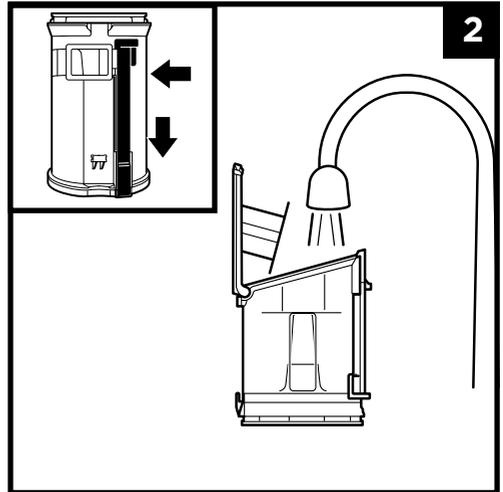
To empty the Dust Cup while it is attached to the handheld vacuum, position the dust cup over a bin and slide the lid release slider forward.

## REMOVING AND CLEANING THE DUST CUP



To remove the dust cup from the handheld vacuum, press the **Dust Cup Release** button near the handheld vacuum nozzle. Tilt the dust cup and lift off to remove.

To empty dust and debris, hold the dust cup over the bin, then slide the CleanTouch Dirt Ejector slider forward.



To clean the interior of the dust cup, rinse it with water. Place it on its side with the lid open to air-dry for at least 24 hours before reinstalling.

# MAINTAINING YOUR VACUUM

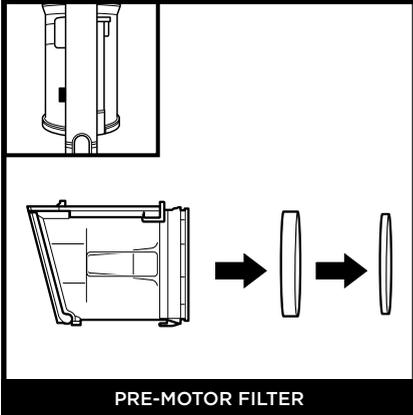
## CLEANING THE FILTERS

**Regularly rinse and reinstall the filters to maintain your vacuum's suction power.**

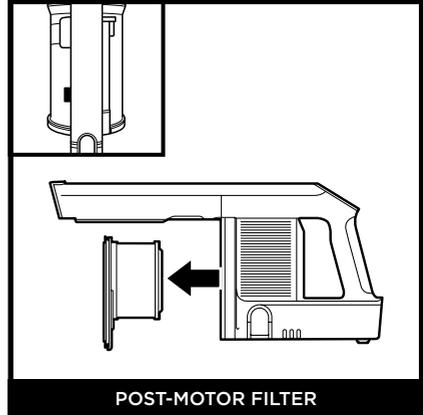
To clean filters, rinse them with water only. Allow all filters to air-dry completely before reinstalling to prevent liquid from being drawn into electric parts.

Clean the pre-motor filters at least once a month and post-motor filter at least once a year. Tap off loose dirt between washes when needed. More frequent cleaning may sometimes be necessary with heavy use.

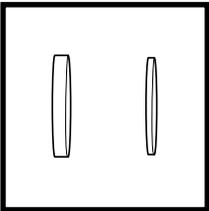
**IMPORTANT: DO NOT** use soap when cleaning the filters. Use water only. The vacuum will not have suction if the post-motor filter is not installed. Ensure that all filters are installed before using.



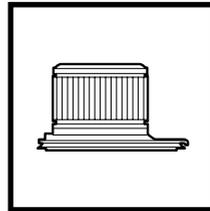
Press the dust cup release button and remove the dust cup. Pull the foam and felt filters out of the back of the dust cup.



Remove the dust cup. Pull the post-motor filter out of the handheld vacuum.



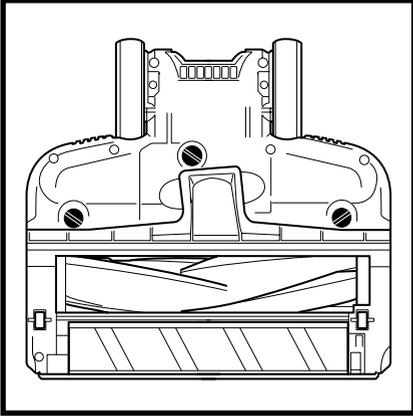
Pre-Motor Foam and Felt Filter Kit



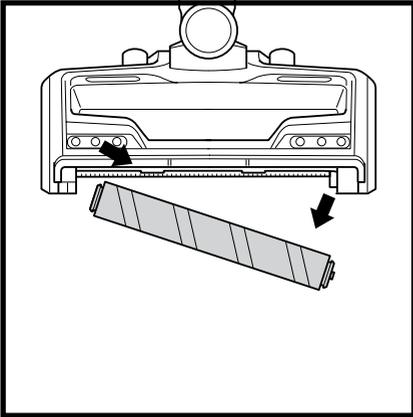
Post-Motor Filter

## FLOOR NOZZLE

If any hair is wrapped around the brushroll, continue cleaning using the Carpet setting on a bare floor surface, a low-pile carpet, or a small area rug. If some fibres remain wrapped around the brushroll after continued use, carefully remove them. If you run over a hard or sharp object or notice a noise change while vacuuming, check for blockages by following the steps under 'Checking for Blockages in the Floor Nozzle' on the bottom right of this page.



## CLEANING SOFT ROLLER

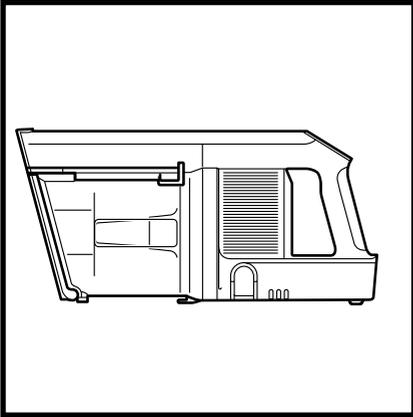


- 1 To remove Soft Roller from nozzle, pull the Soft Roller out by the tab.
- 2 Tap loose debris off the Soft Roller. Use a dry towel to wipe the Soft Roller clean and to remove any debris caught in the teeth behind the Soft Roller.
- 3 Hand wash the Soft Roller as needed. Use only water, and let air-dry completely, which should take at least 24 hours.
- 4 Reinsert the Soft Roller.

## CHECKING FOR BLOCKAGES

### Checking for Blockages in the Handheld Vacuum:

1. Turn off vacuum.
2. Remove the handheld vacuum from the wand.
3. Check all intake openings on the dust cup and remove any debris or blockage.



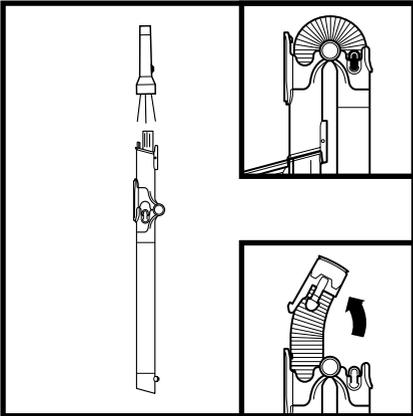
### Checking for Blockages in the Wand:

#### Standard Wand:

1. Turn off vacuum.
2. Remove the handheld vacuum and floor nozzle.
3. Check intake openings for blockages and debris.
4. Clear away debris and blockages.

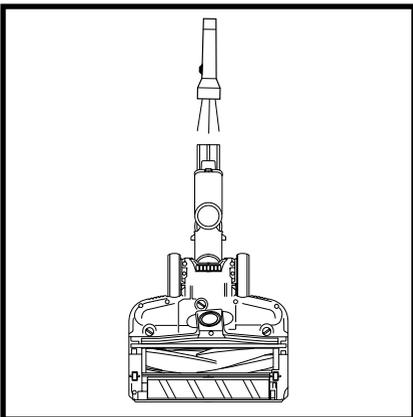
#### MultiFLEX® Wand:

1. Turn off vacuum.
2. Remove the handheld vacuum and floor nozzle from the wand.
3. Check the **Clog Access Hose** on the Flexology section of the wand by pinching the tabs on both sides of the hose and lifting the hose out.
4. Clear any debris and blockages.



### Checking for Blockages in the Floor Nozzle:

1. Turn off vacuum.
2. Detach the wand.
3. Use the edge of a coin to open the three locks on the bottom of the floor nozzle.
4. Remove the cover and tilt back the neck of the floor nozzle.
5. Check the opening and remove any debris.
6. Replace the cover by sliding the inserts into the slots, then pressing down firmly on all sides before turning the locks clockwise to close, until they click securely into place.



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

**Vacuum is not picking up debris. No suction or light suction. Nozzle light is red. (Refer to Checking for Blockages 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.
- Check connection between handheld vacuum and wand for blockages; clear blockages if required. If the issue persists, please contact Customer Service.
- Check clog access in wand for any blockages and clear any debris.

**Vacuum lifts area rugs.**

- Make sure you are not engaging Boost mode as this can be too much suction for lighter rugs. 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/selector switch.

**Brushrolls do not 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 brushrolls to engage. If the brushrolls still do not spin, please contact Customer Service.
- If the floor nozzle has headlights and they are not illuminated, there is a connection issue between the handheld vacuum, wand, and nozzle. Try disconnecting and reattaching the pieces. If the headlights still do not illuminate, please contact Customer Service.

**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:

- Turn on the vacuum and check the battery indicator lights located on the handheld vacuum. If recharging is needed, make sure power is turned off before connecting to the charger.
- Empty dust cup and clean filters (see Emptying the Dust Cup and Cleaning the Filters section).
- Check wand, accessories, and inlet openings and remove any blockages.
- Allow unit and battery to cool for at least 45 minutes, until they return to room temperature.
- Press power button to restart the vacuum.

**NOTE:** If vacuum still does not operate properly, contact Customer Service at **AUS** 02 8801 7666 or **NZ** 0800 112 660

**Battery Indicator Lights on handheld vacuum are flashing.**

- Bottom LED light is flashing (Fig. A): Battery needs to be charged.
- Top and bottom LED lights are flashing (Fig. B): Battery temperature is not optimal, so charging is temporarily paused. Leave battery plugged in and charging will resume soon.
- If top 2 or bottom 2 LED lights are flashing (Fig. C, Fig. D), call Customer Service at **AUS** 02 8801 7666 or **NZ** 0800 112 660



Fig. A

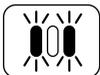


Fig. B

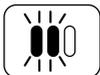


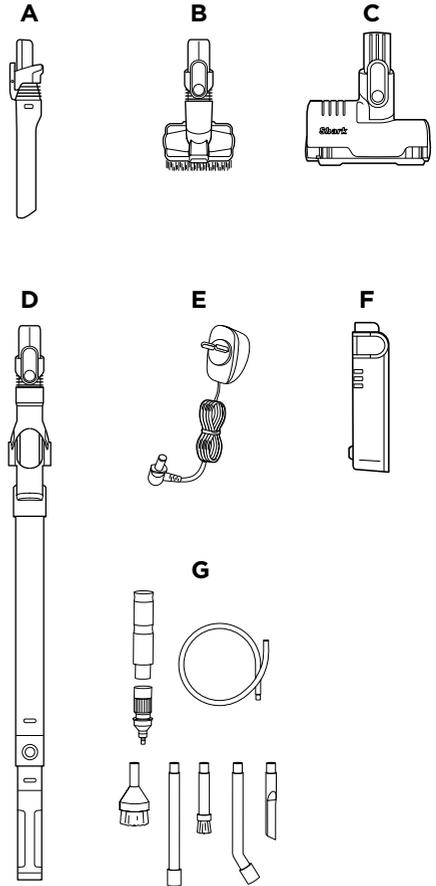
Fig. C



Fig. D

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

- A Crevice Tool** - This slim tool is great for cleaning in tight spaces, between couch cushions, and in hard-to-reach areas.
- B Multi Surface 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.
- C Deep-Cleaning Motorised Pet Tool** - Powered by a motor, this brush removes pet hair and embedded dirt from stairs, upholstery, tabletops, bookshelves, car interiors, and more.
- D MultiFLEX® Under-Appliance Wand** - The flexible wand adjusts to the ideal angle to clean under, behind, and above hard-to-move furniture and appliances.
- E Li-Ion Charger**
- F Li-Ion Battery**
- G Car Maintenance Kit** - These mini detailing tools are ideal for vacuuming inside your car. Easily remove dust from the dashboard, door pockets, control panel, and more.



## TWO (2) YEAR LIMITED REPLACEMENT WARRANTY

The warranty commences on the date of purchase and expires at the end of the two-year period. In the unlikely event of a defect due to faulty materials or workmanship within the guarantee period we will replace the defective/faulty part with a new product, free of charge, or if the unit is deemed defective/faulty we will replace the unit with an equivalent or upgraded model, at our discretion.

For warranty claims, you will need to submit a proof of purchase in the form of a valid receipt that displays date and place of 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.
- Accidental damage  
Damage as a result of use not in accordance with the rating plate
- Removal of blockages. If a blockage does occur please refer to the trouble shooting guide within your Shark Operating manual
- Use of parts and accessories that are not genuine Shark components

**NOTES:**



**PLEASE READ CAREFULLY AND KEEP FOR FUTURE REFERENCE.**

This Instruction Guide is designed to help you get a complete understanding of your new Shark® vacuum.

**Proudly distributed by**

Mann&Noble Pty Ltd  
Building D  
33 Quarry Road  
Erskine Park  
NSW, 2759  
Australia

**AUS** 02 8801 7666

**NZ** 0800 112 660

**Visit us at:**

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

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.

© 2021 SharkNinja Operating LLC. DUOCLEAN, MULTIFLEX and SHARK are registered trademarks of SharkNinja Operating LLC.

APEX and POWERFINS are trademarks of SharkNinja Operating LLC.