

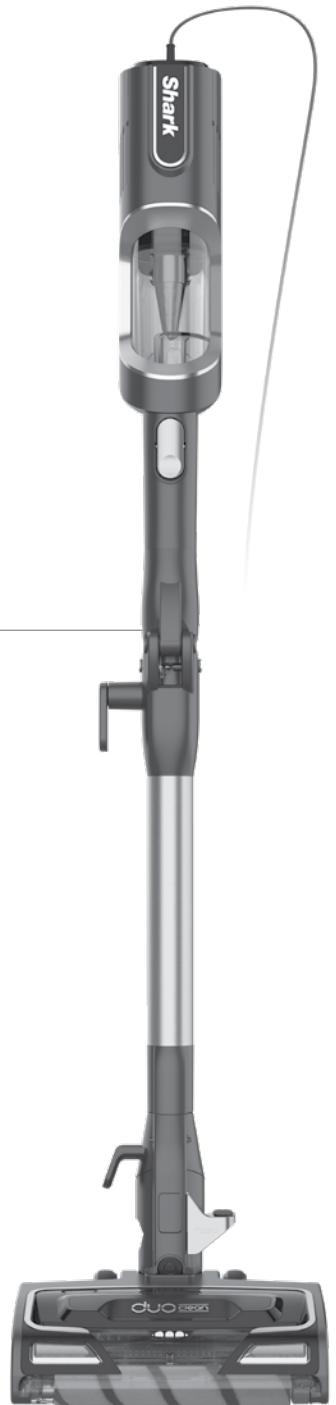
# ***Shark***

## **Corded Stick Vacuum with Self-Cleaning Brushroll and DuoClean™**

HZ500ANZ Series

### **INSTRUCTIONS**

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# IMPORTANT SAFETY INSTRUCTIONS

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

IF YOU HAVE DELICATE OR WOOL CARPETS, PARTICULARLY LOOP PILE, PLEASE TRY THE VACUUM ON A HIDDEN AREA FIRST TO ENSURE THE SPINNING BRUSHROLLS DO NOT DAMAGE OR UNPICK CARPET FIBRES.

## ⚠ WARNING

REDUCE THE RISK OF FIRE, ELECTRIC SHOCK, INJURY, OR PROPERTY DAMAGE:

### 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 **CAUTION:** This vacuum cleaner handle contains electrical connections. This vacuum contains no serviceable parts.

### USE WARNINGS

- 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.
- 8 **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. Cleaning and user maintenance shall not be done by children.
- 9 Always turn off the vacuum cleaner before connecting or disconnecting any motorised nozzles or other accessories.

- 10 **DO NOT** handle plug or vacuum cleaner with wet hands.
- 11 **DO NOT** use without filters in place.
- 12 Only use Shark® branded filters and accessories. Damage caused by use of non-Shark branded parts may not be covered under your guarantee.
- 13 **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.
- 14 **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.
- 15 **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.
- 16 Keep nozzle and all vacuum openings away from hair, face, fingers, uncovered feet, or loose clothing.
- 17 **DO NOT** use if vacuum cleaner is not working as it should, or has been dropped, damaged, left outdoors, or dropped into water.
- 18 If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similar qualified

# SAVE THESE INSTRUCTIONS

READ ALL INSTRUCTIONS BEFORE USE

- persons in order to avoid a hazard.
- 19 Use extra care when cleaning on stairs.
  - 20 **DO NOT** leave the vacuum cleaner unattended while plugged in.
  - 21 When powered on, keep the vacuum cleaner moving over the carpet surface at all times to avoid damaging the carpet fibres.
  - 22 **DO NOT** place vacuum cleaner on unstable surfaces such as chairs or tables.
  - 23 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.
  - 24 **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, petrol or kerosene)
    - g) Toxic materials (chlorine bleach, ammonia, or drain cleaner)
  - 25 **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, petrol kerosene, paint, paint thinners, mothproofing substances, or flammable dust)
  - 26 Turn off all controls before plugging in or unplugging the vacuum.
  - 27 Unplug from electrical outlet when not in use and before any maintenance or cleaning.
  - 28 Hand wash with water only. Washing with cleaning chemicals could damage the unit.
  - 29 During cleaning or routine maintenance, **DO NOT** cut anything other than hair, fibres, or string wrapped around the brushroll.
  - 30 Allow all filters to air-dry completely before replacing in the vacuum to prevent liquid from being drawn into electric parts.
  - 31 Make sure the dust cup and all filters are in place after routine maintenance.
  - 32 If provided, secure the power cord around the two cord hooks during storage.

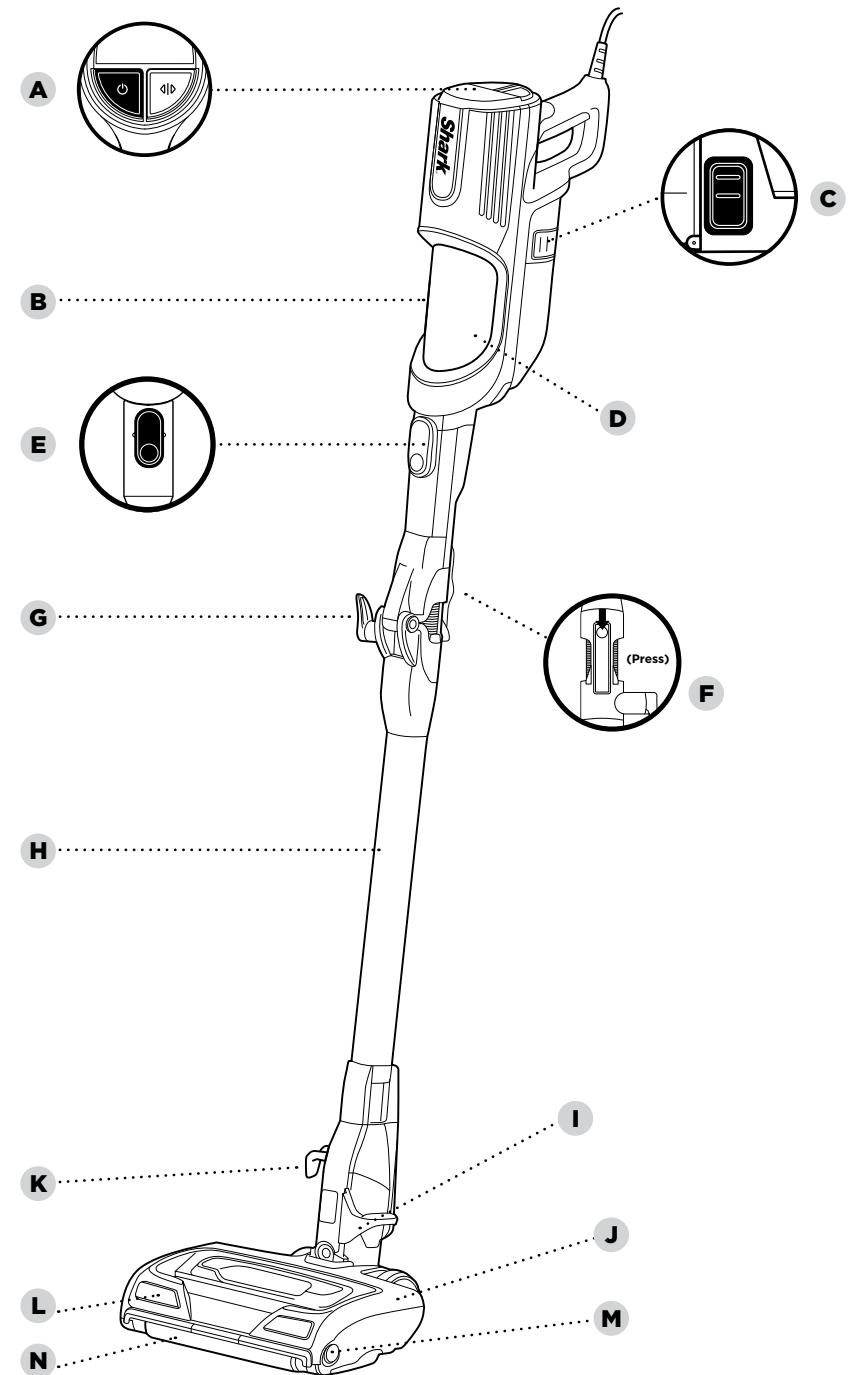
# GETTING TO KNOW YOUR SHARK® CORDED STICK VACUUM WITH SELF-CLEANING BRUSHROLL AND DUOCLEAN™

## WELCOME!

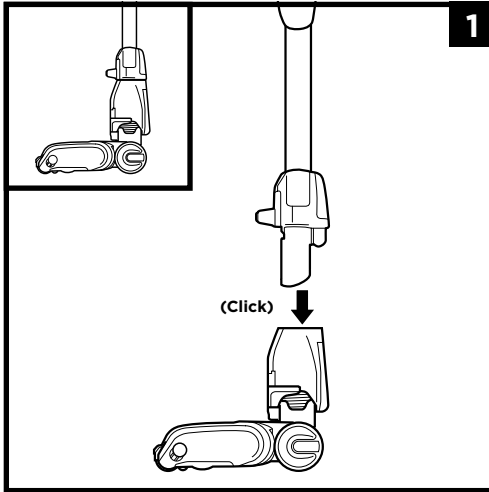
Congratulations on your purchase. Use this instruction manual to learn about your new vacuum's great features. From assembly to use to maintenance, you will find it all in here.

### MAIN UNIT

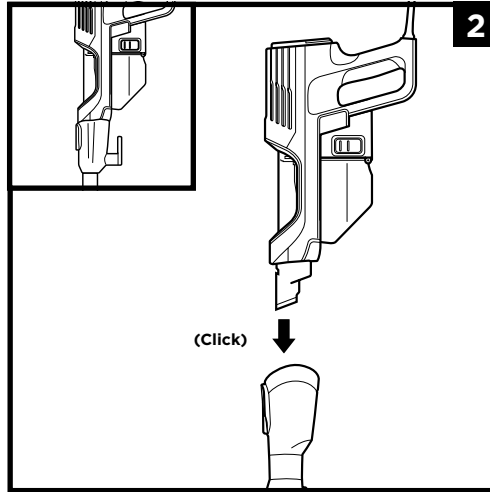
- A** Power/Selector Switch
- B** Handheld Vacuum
- C** Dust Cup Release
- D** Dust Cup
- E** Hand Vac Release
- F** Lock Release Button
- G** Upper Cord Wrap Hook
- H** Wand
- I** Lower Wand Release Pedal
- J** Motorised Floor Nozzle
- K** Lower Cord Wrap Hook
- L** Headlights
- M** Brushroll Release
- N** Soft Roller



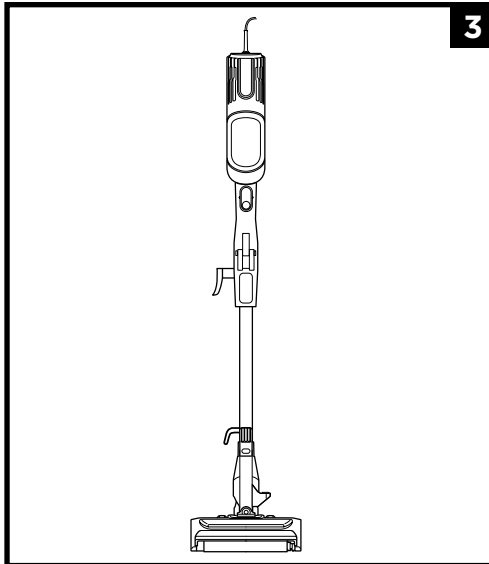
## ASSEMBLY



1. Insert **Wand** into **Floor Nozzle**.

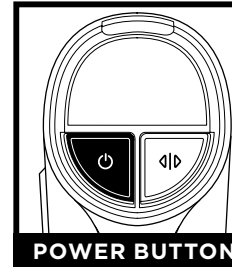


2. Insert **Handheld Vacuum** into wand.

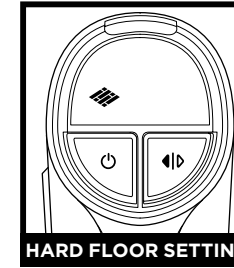


3. Ensure all connections click securely into place.

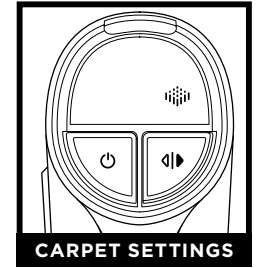
## SETTINGS



**POWER BUTTON**  
Press the power button to begin vacuuming. To turn off power, press button again.



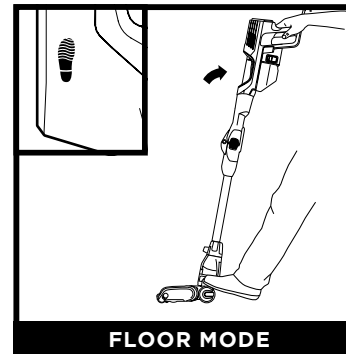
**HARD FLOOR SETTING**  
**Hard Floor/Small Area Rugs**  
The brushrolls spin slowly to clean bare floors and small area rugs.



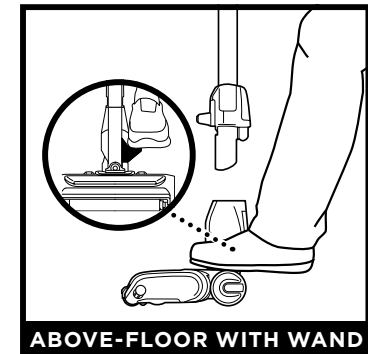
**CARPET SETTINGS**  
**Carpet**  
The brushrolls spin faster to pick up debris below the surface of your carpets.

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

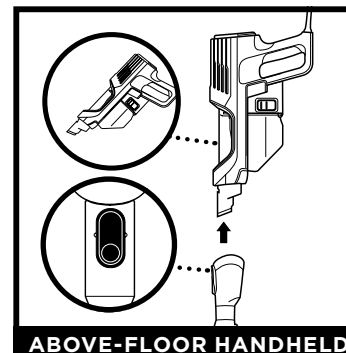
## CLEANING MODES



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



**ABOVE-FLOOR WITH WAND**  
Detach the wand for more reach to clean ceilings, skirting boards, 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.



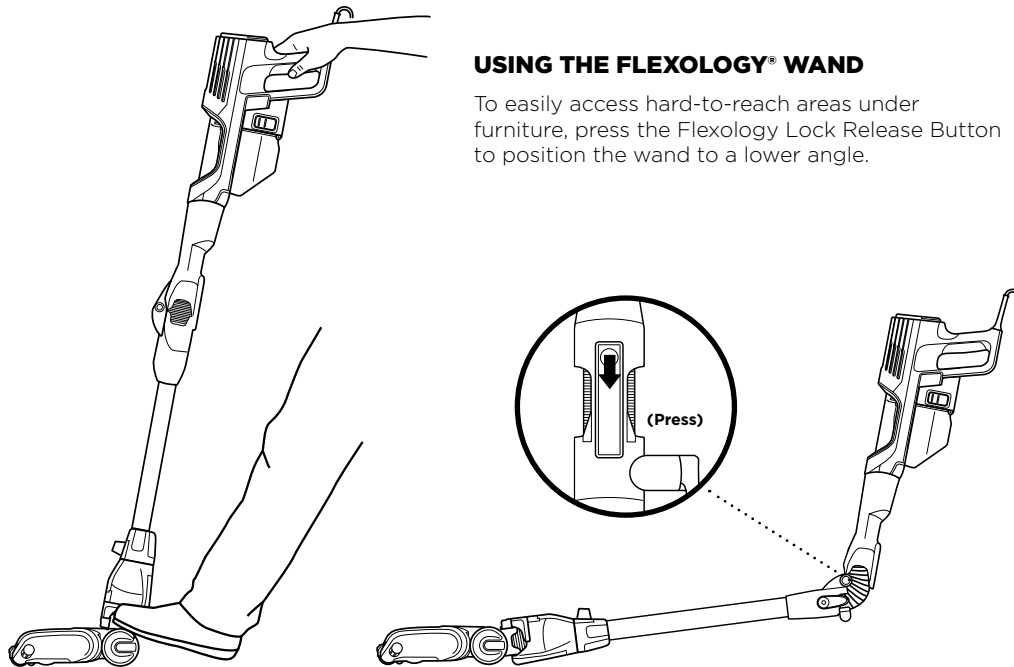
**ABOVE-FLOOR HANDHELD**  
To use in Hand Vac mode, press the **Wand Release** button and lift the handheld vacuum off the wand. Great for cleaning stairs, furniture, and countertops.

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

## CLEANING MODES

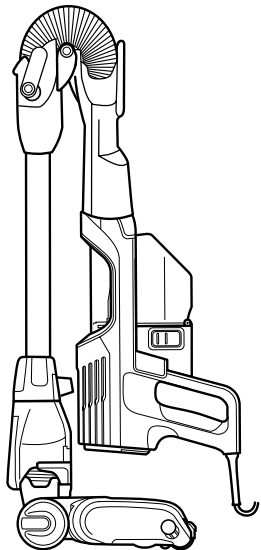
### USING THE FLEXOLOGY® WAND

To easily access hard-to-reach areas under furniture, press the Flexology Lock Release Button to position the wand to a lower angle.



**NOTE:** As this unit is not freestanding, the Flexology wand can be used to store the unit as well as for under-furniture cleaning. See below.

## 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 Flexology Wand Lock Release button and gently fold the handheld vacuum forward toward the floor nozzle.

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

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

**NOTE:** Cleaning is not intended while unit is in storage mode. Bending of Flexology wand beyond 90 degrees intended for storage mode only.

## AVAILABLE ACCESSORIES

**NOTE:** There are a variety of accessories that are compatible with this vacuum series. The lid of the box shows the select accessories that are included with your model. To purchase additional accessories visit [AU sharkclean.com.au](http://AU.sharkclean.com.au) or [NZ sharkclean.co.nz](http://NZ.sharkclean.co.nz)

### A Crevice Tool

This slim tool is great for cleaning in tight spaces, between sofa cushions, and in hard-to-reach areas.

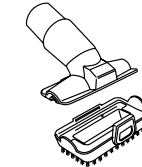
A



### 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.

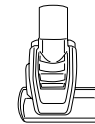
B



### C 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.

C

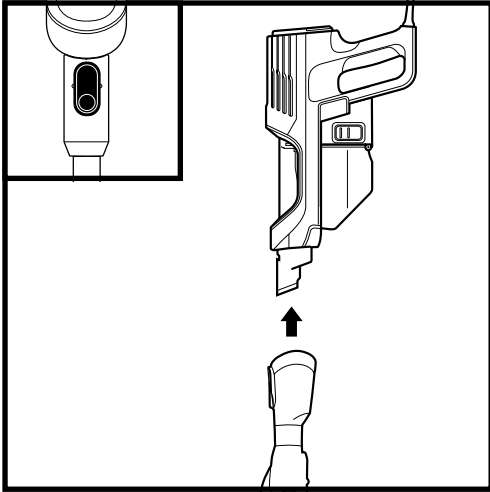


## MAINTENANCE

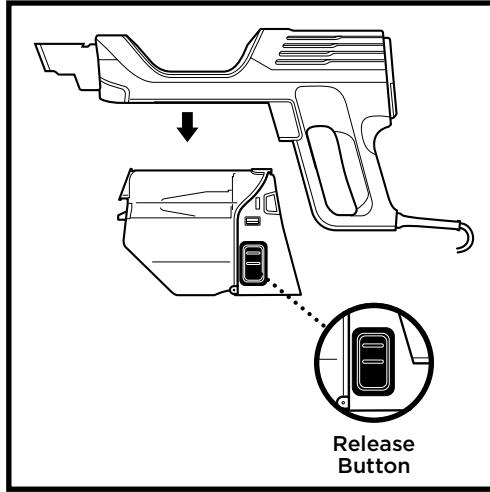
**IMPORTANT:** Unplug the vacuum before performing any maintenance.

### EMPTYING THE DUST CUP

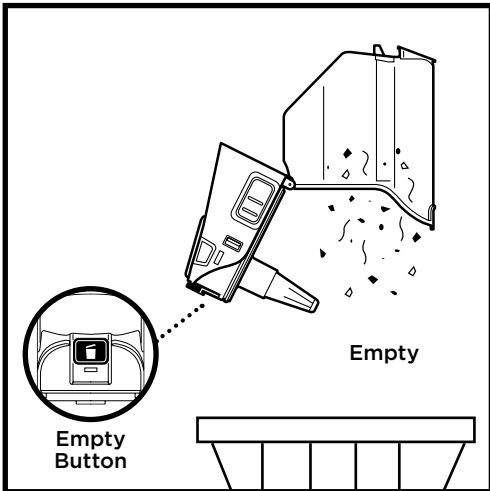
Empty the dust cup each time you vacuum and periodically during cleaning, if debris in the dust cup reaches the MAX fill line.



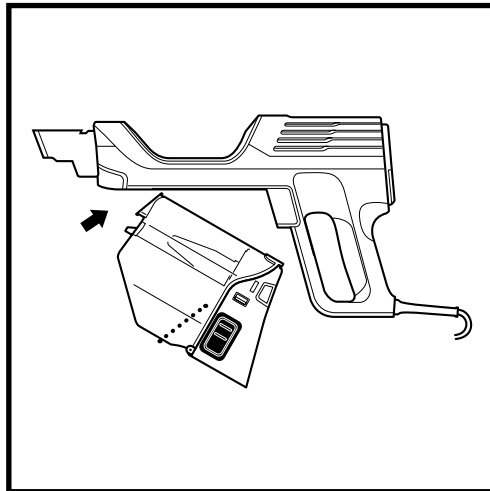
Press the wand release button and lift the handheld vacuum off the wand.



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 bin. Press the **Empty** button and pull the dust cup open.



To reinsert the dust cup back into the handheld vacuum, angle the tip first and then push up until it clicks into place.

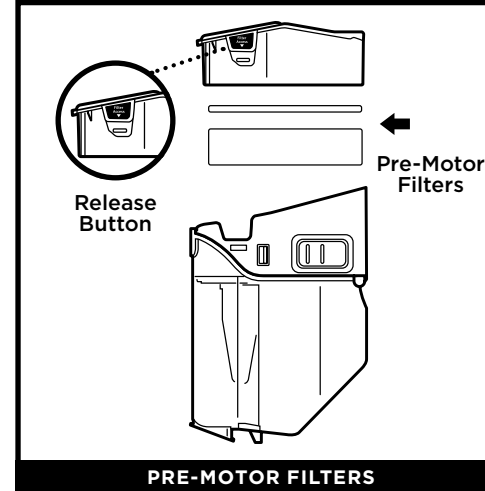
## MAINTENANCE

**IMPORTANT:** Unplug the vacuum before performing any maintenance.

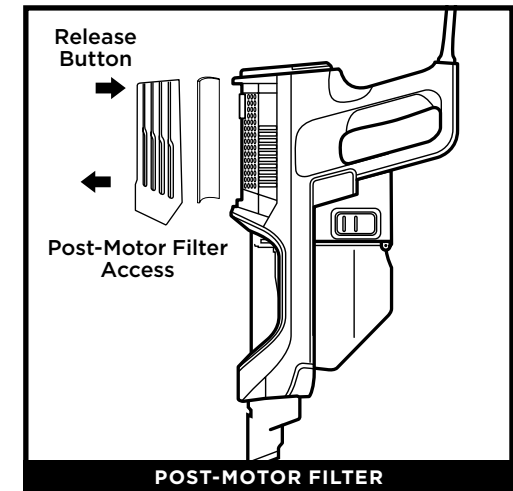
### CLEANING FILTERS

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.



To access the pre-motor filters, press and pull both filter access tabs on the dust cup to remove the filter holder. The **Pre-Motor Filters** should be washed twice a month.



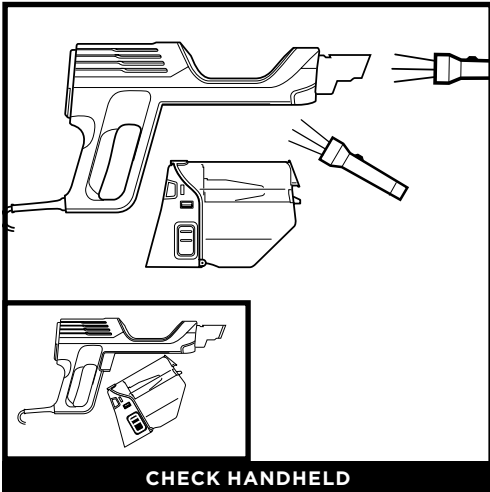
Remove the filter cover on the top of the handheld vacuum to access the post-motor filter. The **Post-Motor Filter** should be washed once every 9 months.

### REPLACEMENT FILTERS

**NOTE:** For replacement filters please visit [AU sharkclean.com.au](http://AU.sharkclean.com.au) [NZ sharkclean.co.nz](http://NZ.sharkclean.co.nz)

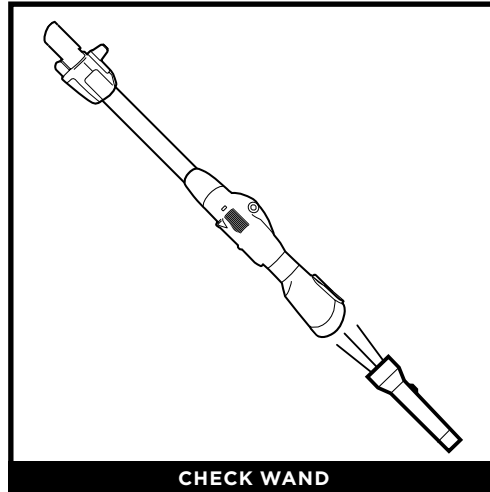
## MAINTENANCE

### CHECKING FOR BLOCKAGES



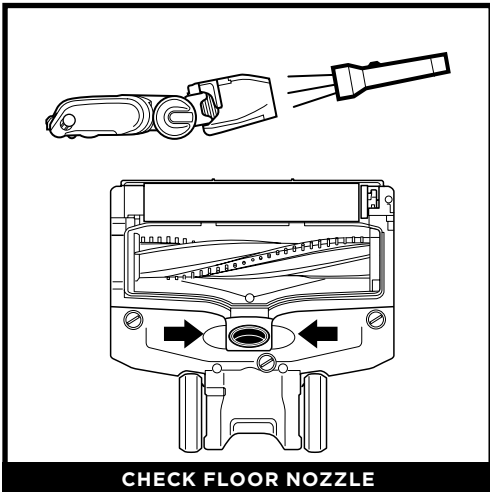
**CHECK HANDHELD**

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**

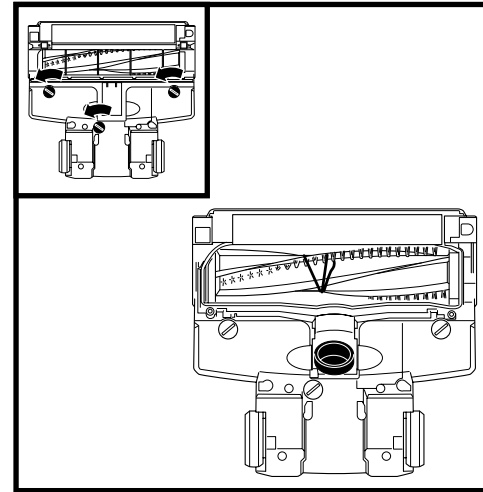
Detach the wand, then remove the Soft Roller.

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

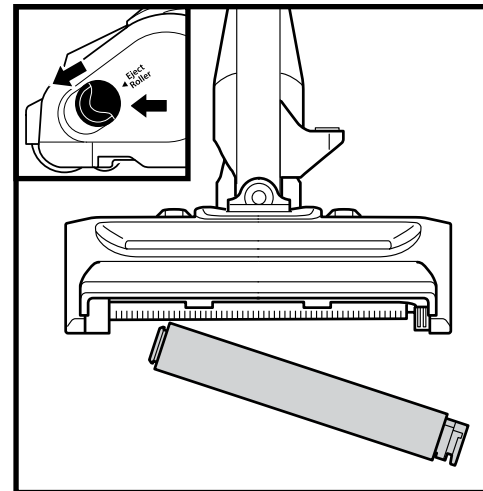


**Self-Cleaning Brushroll** removes hair from your brushroll continuously as you vacuum. At times you may see small amounts of hair around the brushroll - simply continue vacuuming and the comb and suction will remove the hair as you clean.

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.

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

- Empty the dust cup. Check filters to see if they need cleaning. Follow instructions for rinsing and completely air-drying the filters before reinstalling them.
- Check floor nozzle and wand for blockages; clear blockages if required.
- Remove any string, carpet fibres, or hair that may be wrapped around the brushroll or Soft Roller.
- Ensure the brushroll cover is locked in place. First, turn the nozzle upside down. Using a coin, turn the three locks counterclockwise. Push down on both sides of the cover until it clicks securely into place, then turn locks clockwise to close.

**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 brushrolls. To restart, press the power button on the handle.

NOTE: During above-floor cleaning, accessories are optimized for different types of debris (See Available Accessories section).

**Brushrolls do not spin.**

- If the brushroll indicator light turns solid red, immediately turn off and unplug the vacuum.
- Disconnect the wand from the floor nozzle and clear any blockages.
- Reconnect the wand, plug in the vacuum, and turn on the power.
- If the 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 on **AU 02 8801 7666 NZ 0800 112 660**

**Vacuum turns off on its own or if the indicator light flashes red.**

This vacuum is equipped with a motor-protective thermostat that will shut off if it overheats. Should this occur, perform the following steps to restart the motor-protective thermostat:

1. Turn vacuum off and unplug it.
2. Empty dust cup and clean filters (see Emptying the Dust Cup section).
3. Disassemble the vacuum, by removing the nozzle, wand, dust cup and filters.
4. Check for blockages in hose, floor nozzle, inlet openings, and accessories.
5. Reassemble the entire vacuum to ensure all parts click into place.
6. Allow unit to cool for a minimum of 45 minutes.
7. Plug in vacuum and turn it on.

**Vacuum is making a loud noise.**

If you run over a hard or sharp object or notice a noise change while vacuuming, check for blockages or objects caught behind the brushroll. (Refer to Maintenance section for more information.)

If your vacuum 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 product with a new product, free of charge, or repair the product at our cost, 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.

**Your warranty is subject to the following conditions:**

DO NOT operate the appliance with a damaged plug or cord, or if the unit or battery 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 charger cord is damaged, it must be replaced by a qualified electrician in order 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.

**Your warranty does not cover:**

- 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.
- Any additional property that may be damaged due to a fault or misuse of the product and/or component.

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.

This warranty does not apply to accessories supplied with the item.

This warranty applies only to the original purchaser and may not be transferred.

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

**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.

**Please note:**

Only the defective product or parts returned to place of purchase will be replaced under this warranty.







# Mann&Noble

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

**AUS** 02 8801 7666

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

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

## **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 DuoClean™.

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.

This product may be covered by one or more U.S. patents. See [sharkninja.com/patents](http://sharkninja.com/patents) for more information.

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HZ500ANZ\_Series\_IB\_MP\_Mv7



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