

# ***Shark***

## **DuoClean<sup>®</sup> Corded Stick Vacuum with Anti-Hair Wrap Technology and Flexology<sup>®</sup>**

HZ500UK Series

### **INSTRUCTIONS**

---



# THANK YOU

for purchasing the Shark® Corded Stick Vacuum with Anti-Hair Wrap Technology and Flexology®



**TIP:** You can find the model and serial numbers on the QR code 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.

## REGISTER YOUR PURCHASE

### TO BENEFIT FROM YOUR PRODUCT'S EXTENDED GUARANTEE, SIMPLY REGISTER YOUR PURCHASE AT:

- [sharkclean.co.uk/register-guarantee](https://sharkclean.co.uk/register-guarantee)
- +44 (0)800 862 0453
- Scan QR code using mobile device

Please note, products purchased directly from Shark are automatically registered.

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: 120V, 60Hz

Body Motor Watts: 450W

Nozzle Watts: 55W

## PLEASE READ CAREFULLY AND KEEP FOR FUTURE REFERENCE.

This instruction manual is designed to help you get a complete understanding of your new Shark® Corded Stick Vacuum with Anti-Hair Wrap Technology and Flexology®.

If you have any questions, please call the customer service line on +44 (0)800 862 0453.



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This marking indicates that this product should not be disposed with other household wastes throughout the EU. 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 environmental safe recycling.

# 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 BRUSH-ROLLS 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 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 **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 motorized 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. Use of non-Shark parts may invalidate 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 persons in order to avoid a hazard.

# SAVE THESE INSTRUCTIONS

READ ALL INSTRUCTIONS BEFORE USE

- 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, gasoline, 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, gasoline, 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 brush-roll.
- 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.

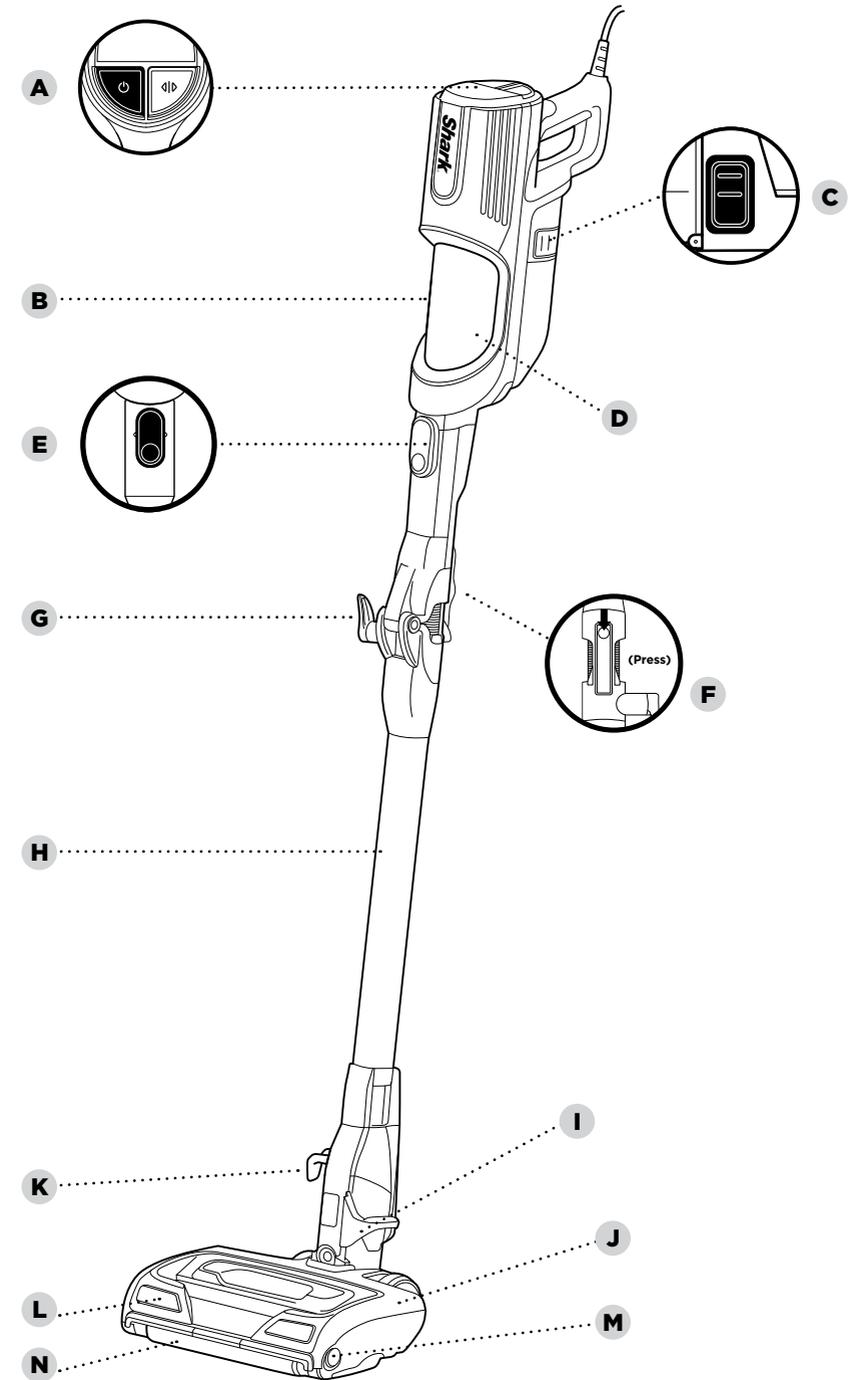
# GETTING TO KNOW YOUR SHARK® DUOCLEAN® CORDED VACUUM WITH ANTI-HAIR WRAP TECHNOLOGY AND FLEXOLOGY®

## WELCOME!

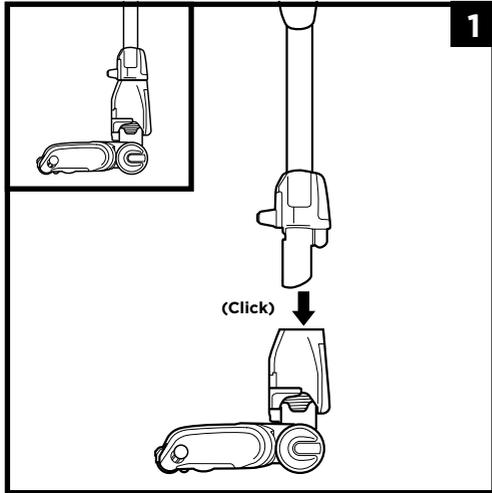
Congratulations on your purchase. Use this instruction manual to learn about your new vacuum's great features. From assembly to use to maintenance, you will find it all in here.

### MAIN UNIT

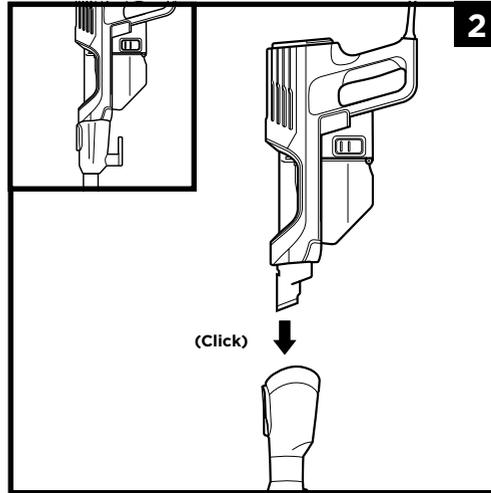
- A** Power/Selector Switch
- B** Handheld Vacuum
- C** Dust Cup Release
- D** Dust Cup
- E** Hand Vac Release
- F** Flexology® Lock Release Button
- G** Upper Cord Wrap Hook
- H** Flexology® Wand
- I** Lower Wand Release Pedal
- J** Motorised Floorhead
- K** Lower Cord Wrap Hook
- L** Headlights
- M**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



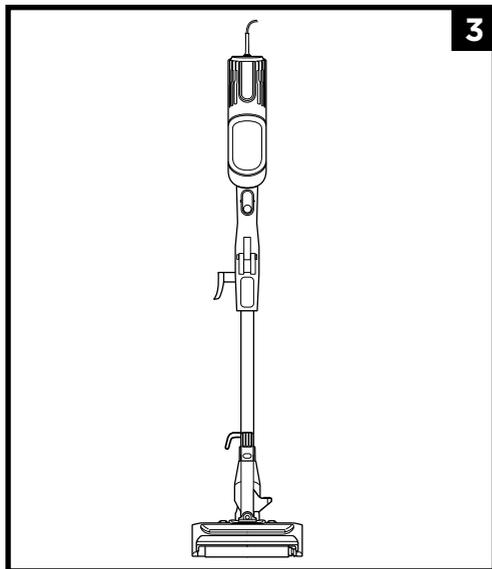
## ASSEMBLY



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

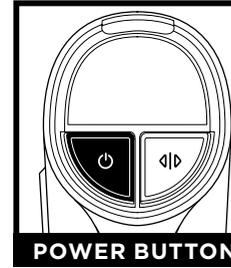


2. Insert **Handheld Vacuum** into wand.

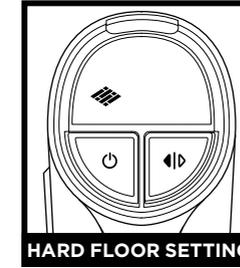


3. Ensure all connections click securely into place.

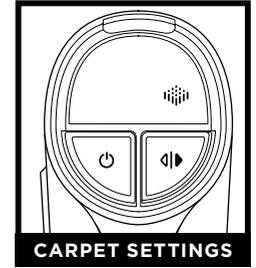
## SETTINGS



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



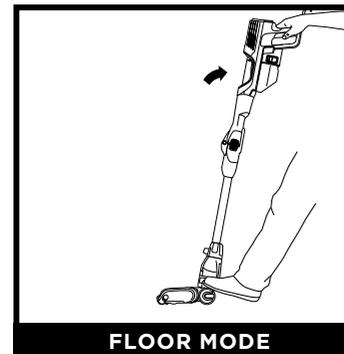
**HARD FLOOR SETTING**  
**HARD Floor/Small Area Rugs**  
The brush-rolls spin slowly to clean bare floors and small area rugs.



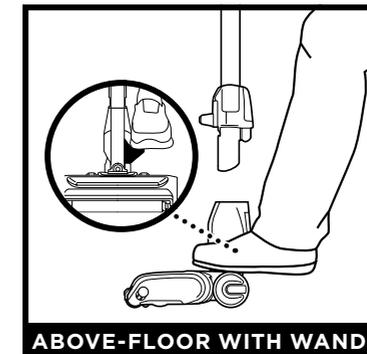
**CARPET SETTINGS**  
**Carpet**  
The brush-rolls spin faster to pick up debris below the surface of your carpets.

**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.



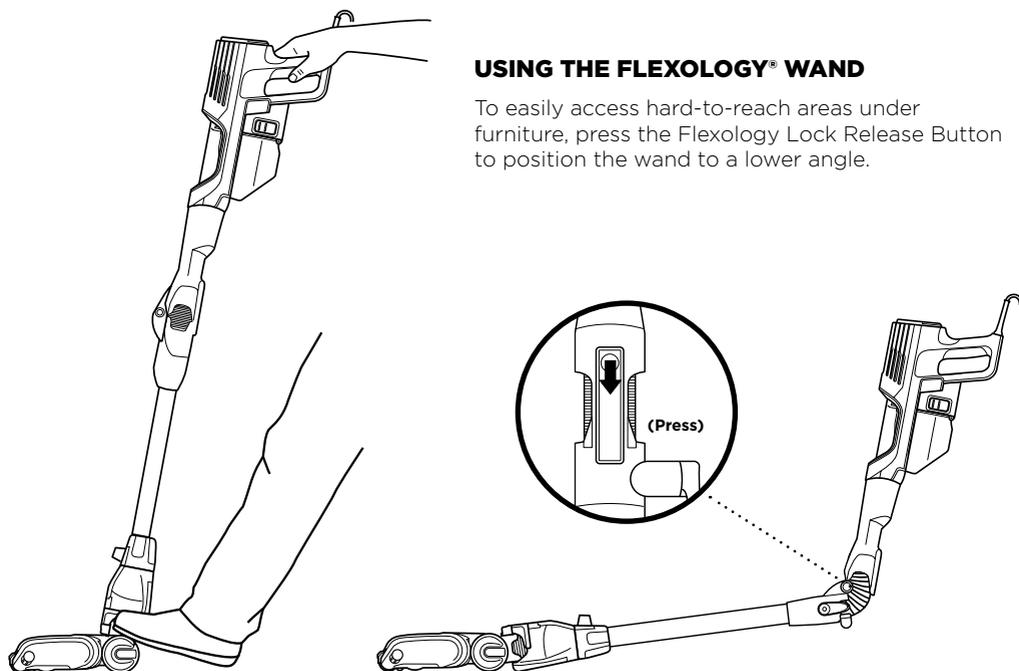
**ABOVE-FLOOR HANDHELD**  
To use in Hand Vac mode, press the **Wand Release** button and lift the handheld vacuum off the wand. Great for cleaning stairs, furniture, and countertops.

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

## CLEANING MODES

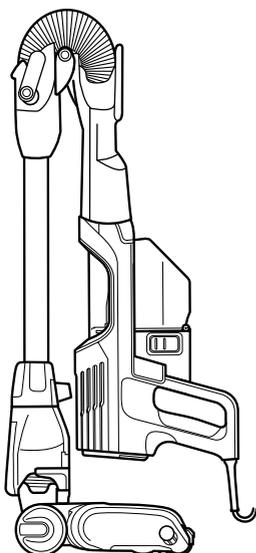
### USING THE FLEXOLOGY® WAND

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.

## 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 [sharkaccessories.co.uk](http://sharkaccessories.co.uk)

### A Crevice Tool

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

A



### B Upholstery Tool

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

B



### C Dusting Brush

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

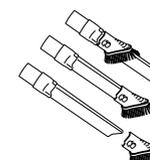
C



### D Duster Crevice Tool

Two cleaning tools in one. The crevice tool gives you extended reach to clean in tight spaces, while the soft brush is ideal for dusting delicate surfaces.

D



### E Anti-Allergen Dust Brush

This brush features nylon fiber bristles specifically designed for removing fine dust and allergen particles from the most delicate surfaces.

E



### F 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.

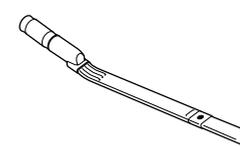
F



### G 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.

G

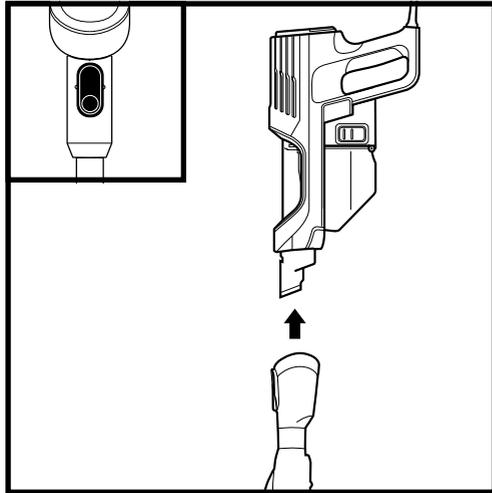


## MAINTENANCE

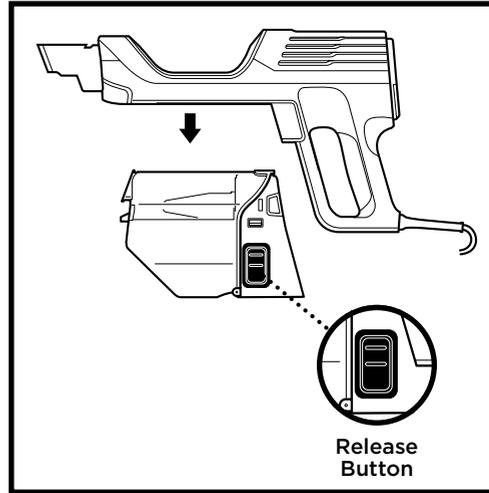
**IMPORTANT:** Unplug the vacuum before performing any maintenance.

### EMPTYING THE DUST CUP

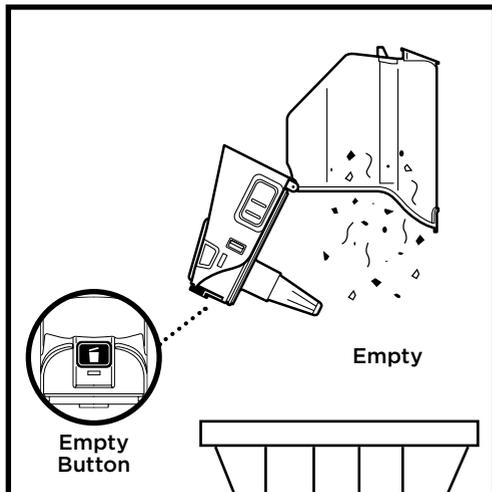
Empty the dust cup each time you vacuum and periodically during cleaning, if debris in the dust cup reaches the MAX fill line.



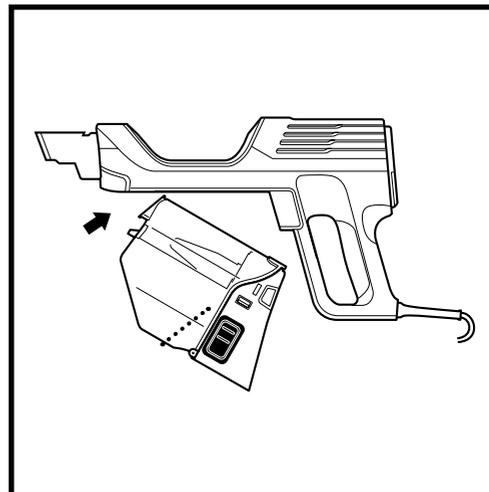
Press the wand release button and lift the handheld vacuum off the wand.



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 handvac, angle the tip first and then push up until it clicks into place.

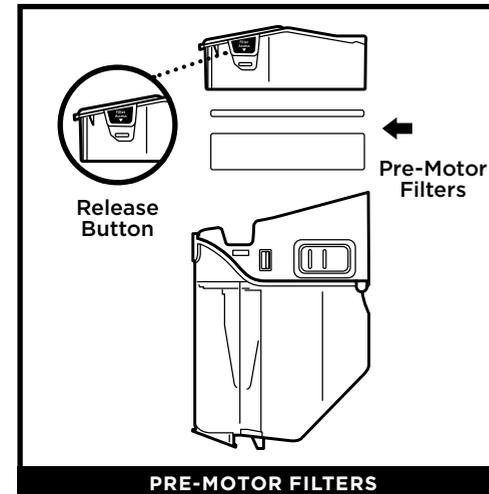
## MAINTENANCE

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

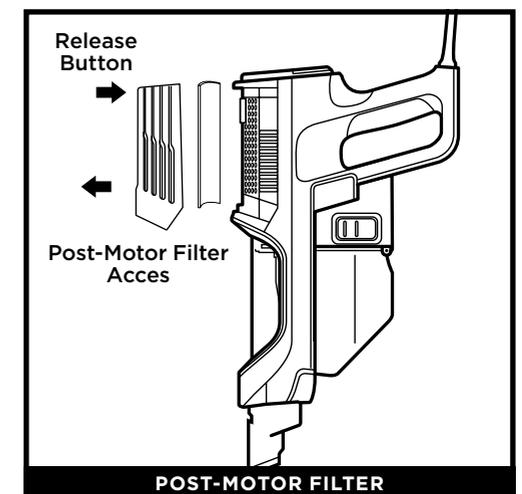
### CLEANING FILTERS

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.



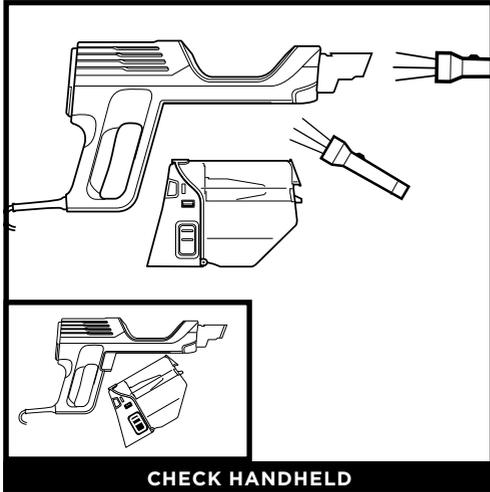
Remove the filter cover on the top of the handvac to access the post-motor filter. The **Post-Motor Filter** should be washed once every 9 months.

### REPLACEMENT FILTERS

**NOTE:** For replacement filters please visit [sharkclean.co.uk](http://sharkclean.co.uk)

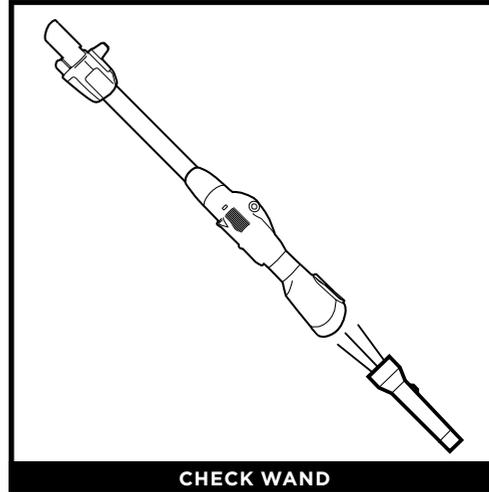
## MAINTENANCE

### CHECKING FOR BLOCKAGES



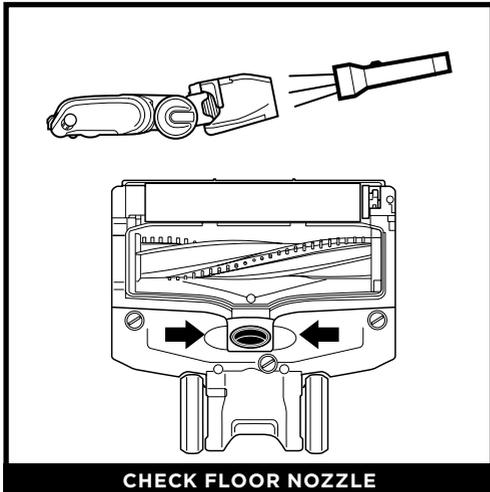
CHECK HANDHELD

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

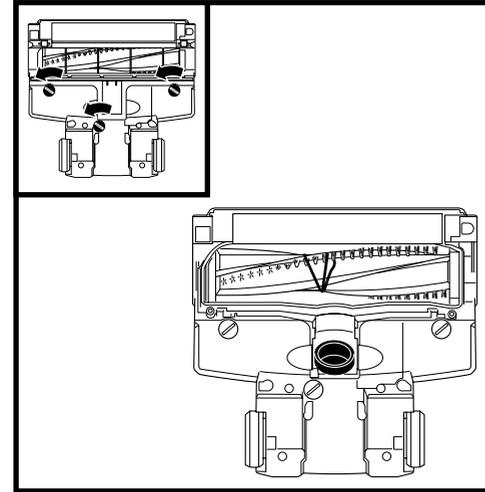
Detach the wand, then remove the Soft Roller.

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

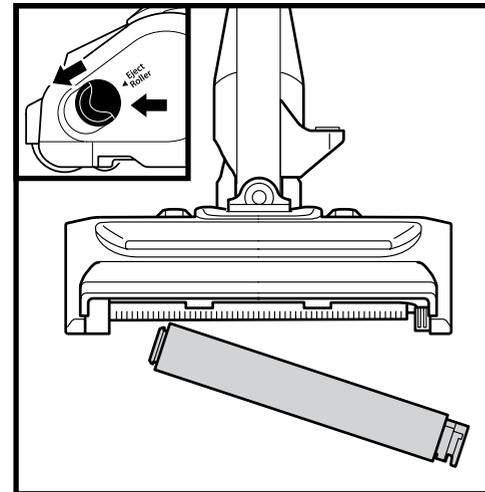


**Anti Hair Wrap Technology** removes hair from your brush-roll continuously as you vacuum. At times you may see small amounts of hair around the brush-roll - simply continue vacuuming and the comb and suction will remove the hair as you clean.

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.

## TROUBLESHOOTING

### 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 fibers, or hair that may be wrapped around the brush-roll or Soft Roller.
- Ensure the brush-roll 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 brush-rolls. 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).

### Brush-rolls do not spin.

- If the brush-roll 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 brush-roll 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 +44 (0)800 862 0453.

### 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 floor head, wand, dustcup 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 brush-roll. (Refer to Maintenance section for more information.)

For all other issues, visit [sharkclean.com/support](http://sharkclean.com/support).

# Shark®

## FIVE (5) YEAR LIMITED GUARANTEE

When a consumer buys a product in the UK, they get the benefit of legal rights relating to the quality of the product (your "statutory rights"). You can enforce these rights against your retailer. However, at Shark we are so confident about the quality of our products that we give you an additional manufacturer's guarantee of up to five years upon registration with Shark. Offer valid only in United Kingdom and Republic of Ireland. These terms and conditions relate to our manufacturer's guarantee only – your statutory rights are unaffected. The conditions below describe the prerequisites and scope of our guarantee. They do not affect your statutory rights or the obligations of your retailer and your contract with them.

### Shark® Guarantees

A household appliance like a vacuum cleaner constitutes a sizeable investment. Your new machine needs to work properly for as long as possible. The guarantee it comes with is an important consideration - and reflects how much confidence the manufacturer has in its product and manufacturing quality.

Every Shark machine comes with a free parts and labour guarantee. Our customer service helpline (0800 862 0453) is open from 9.00am to 6.00pm Monday - Friday. It's free to call, and you'll be put straight through to a Shark representative. You'll also find online support at [sharkclean.co.uk](http://sharkclean.co.uk).

### How do I register my Shark guarantee?

You can register your guarantee online within 28 days of purchase. To save time, you'll need the following information about your machine:

- Serial number (on the machine rating label).
- Date you purchased the machine (receipt or delivery note).
- To register online, please visit [sharkclean.co.uk/register-guarantee](http://sharkclean.co.uk/register-guarantee).

### IMPORTANT

- Both the 12 months and the extended 4 years guarantee will only cover your product from the date of purchase.
- Please keep your receipt at all times. Should you need to use your extended guarantee we will need your receipt to verify the information you have supplied to us is correct. The inability to produce a valid receipt may invalidate your guarantee.

### What are the benefits of registering my free Shark guarantee?

When you register your guarantee we'll have your details to hand if we ever need to get in touch. You can also receive tips and advice on how to get the best out of your Shark vacuum and hear the latest news about new Shark® technology and launches. If you register your guarantee online, you'll get instant confirmation that we've received your details.

### How long are new Shark machines guaranteed for?

Our confidence in our design and quality control means that your new Shark vacuum cleaner is guaranteed for a total of five years. (12 months plus an extended guarantee of 4 years).

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

Repair or replacement of your Shark machine (at Shark's discretion), including all parts and labour. A Shark guarantee is in addition to your legal rights as a consumer.

What is not covered by the free Shark guarantee?

- Blockages – For details of how to unblock your vacuum cleaner, please refer to the Operating Manual.
- Normal wear and tear such as brush bar, fuse, belt, batteries etc.
- Accidental damage, faults caused by negligent use or care, misuse, neglect, careless operation or handling of the vacuum cleaner which is not in accordance with the Shark Operating Manual supplied with your machine.
- Use of the vacuum cleaner for anything other than normal domestic household purposes.
- Use of parts not assembled or installed in accordance with the operating instructions.
- Faults caused by parts and accessories which are not Shark Genuine Components.
- Faulty installation (except where installed by Shark).
- Repairs or alterations carried out by parties other than Shark or its agents.

### What happens when my guarantee runs out?

Shark does not design products to last for a limited time. We do appreciate that there may be a desire for our customers to want to repair their vacuum cleaners after the guarantee has elapsed. In this case please contact our free phone customer service help line and ask about our out guarantee program, on 0800 862 0453.

### Where can I buy genuine Shark spares and accessories?

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

Please remember that using non-Shark spares may invalidate your guarantee.





**Euro-Pro Europe Limited,  
3150 Century Way,  
Thorpe Park, Leeds,  
LS15 8ZB, UK  
0800 862 0453  
www.sharkclean.uk**

Illustrations may differ from actual product. We are constantly striving to improve our products, therefore the specifications contained herein are subject to change without notice.

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