

# ***Shark*** **WANDVAC® 2.0**

## **Cordless Vacuum**

WV270UK series

## **INSTRUCTIONS**

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# THANK YOU

for purchasing the Shark® Cordless Vacuum



To benefit from your product's extended guarantee, simply **register your purchase** at:

- [Sharkclean.co.uk/register-guarantee/](https://sharkclean.co.uk/register-guarantee/)
- 0800 862 0453
- Scan QR code using mobile device

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

### RECORD THIS INFORMATION

Model Number: \_\_\_\_\_  
Date of Purchase (Keep receipt): \_\_\_\_\_  
Store of Purchase: \_\_\_\_\_

### TECHNICAL SPECIFICATIONS

Voltage: 14.4V

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


This instruction manual is designed to help you get a complete understanding of your new Shark® Vacuum.

If you have any questions, please call the Customer Service line on 0800 862 0453.



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 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.

## ⚠ WARNING

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

- 1 This handheld vacuum contains 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. Always turn off the vacuum before connecting or disconnecting any current carrying hoses, motorised nozzles, chargers, batteries, or other electrical or mechanical parts.
  - 9 **DO NOT** handle plug or vacuum with wet hands.
  - 10 **DO NOT** use without dust cup and filter in place.
  - 11 Only use Shark® branded filters and accessories. Damage caused by non-Shark filters and accessories may not be covered by the warranty.
  - 12 **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.
  - 13 **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.
  - 14 Keep nozzle and all vacuum openings away from hair, face, fingers, uncovered feet, or loose clothing.
  - 15 **DO NOT** use if vacuum is not working as it should, or has been dropped, damaged, left outdoors, or dropped into water.
  - 16 Use extra care when cleaning on stairs.
  - 17 **DO NOT** leave the vacuum unattended while powered on.
  - 18 When powered on, keep the vacuum moving over the carpet surface at all times to avoid damaging the carpet fibres.
  - 19 **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)

- 20 **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)
  - 21 Turn off the vacuum before placing in the charging base.
  - 22 Turn off the vacuum before any adjustment, cleaning, maintenance or troubleshooting.
  - 23 Allow the filter to air-dry completely before replacing in the vacuum to prevent liquid from being drawn into electric parts.
  - 24 **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.
  - 25 Always turn off this appliance before connecting or disconnecting hand tool.
- 30 Battery should not be stored at temperatures below 3°C (37.4°F) or above 40°C (104°F) to maintain long-term battery life.
  - 31 **DO NOT** charge battery at temperatures below 5°C (40°F) or above 40°C (104°F).
  - 32 **DO NOT** expose appliance to fire or temperature above 130°C (266°F) as it may cause explosion.
  - 33 There are NO serviceable parts. To ensure safety, **DO NOT** modify or attempt to repair the appliance.
  - 34 **DO NOT** vacuum up flammable or combustible materials (e.g., lighter fluid, petrol, or kerosene) or use vacuum in areas where they may be present.
  - 35 **DO NOT** immerse vacuum cleaner in water or other liquids.
  - 36 Use extra care when cleaning on stairs.

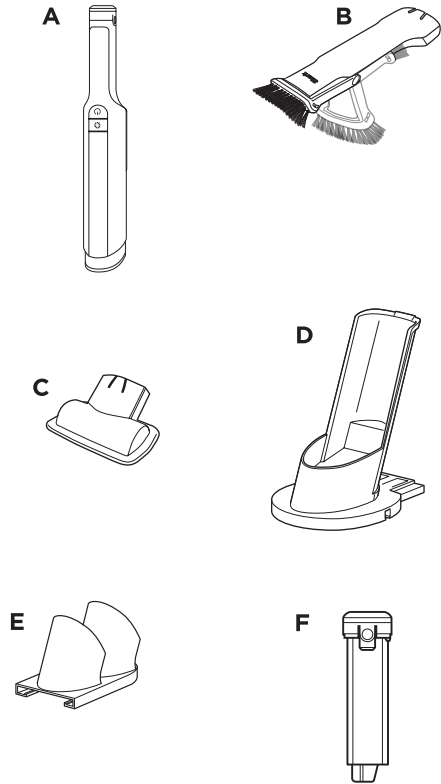
### LITHIUM-ION BATTERY PACK

- 26 The battery is the power source for the vacuum. Carefully read and follow all charging instructions. **DO NOT** carry the appliance with your finger on the power button. **DO NOT** charge appliance with the power on.
- 27 Use only the charger and battery supplied with the unit. Use of an incorrect charger may result in no charging, and/or unsafe conditions. Use of any other battery may create a risk of injury and fire.
- 28 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.
- 29 If the battery is damaged, 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 comes into contact with eyes, seek medical help.

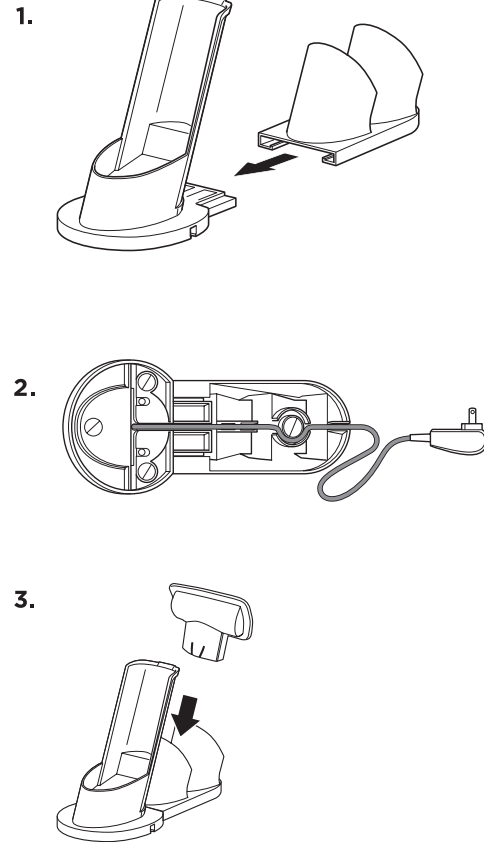
## SAVE THESE INSTRUCTIONS

## WHAT'S INSIDE

- A Shark® Wandvac Go
- B Duster Crevice Tool
- C Multi-Surface Pet Tool
- D Charging Stand
- E Onboard Accessory Storage
- F Lithium-Ion Battery (pre-installed)



## CHARGING STAND ASSEMBLY



1. Slide the **Onboard Accessory Storage** onto the back of the **Charging Base** until it clicks into place.
2. Route the cord through the grooves in the bottom of the charging base and accessory storage, then through the slot in the back.
3. Slide the accessories into the openings in the posts on the onboard accessory storage attachment.

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

## LI-ION BATTERY

Prior to first use, charge the battery completely. A full charge takes approximately 3.5 hours.

### RUNTIMES PER FULLY CHARGED BATTERY

#### In Use



Solid blue

#### Low Battery



Blinking

#### Charging

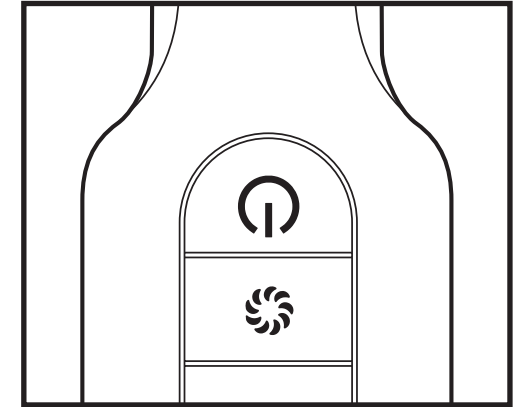


Fades in and out

#### Charged



Dim



### RECYCLING THE LI-ION BATTERY

When the Shark® Li-ion battery needs to be replaced, dispose of it or recycle it in accordance with local ordinances or 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 batteries to an authorised recycling centre or to the retailer for recycling. Contact your local recycling centre for information on where to drop off the spent battery.

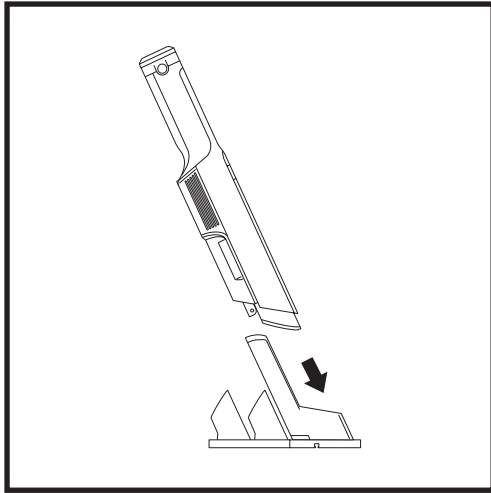
**NOTE:** The Shark battery, like all lithium-ion batteries, will naturally decrease in capacity over time from the 100% capacity of a new battery.

To purchase additional accessories, go to [sharkclean.co.uk](http://sharkclean.co.uk)

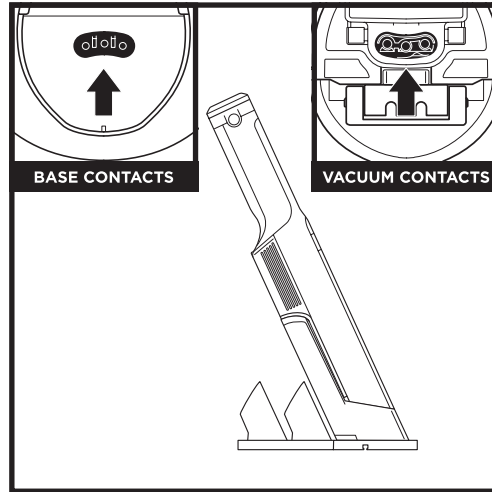
**NOTE:** Once the accessory storage is attached, it can't be removed.

## CHARGING

### CHARGING WHILE IN STORAGE

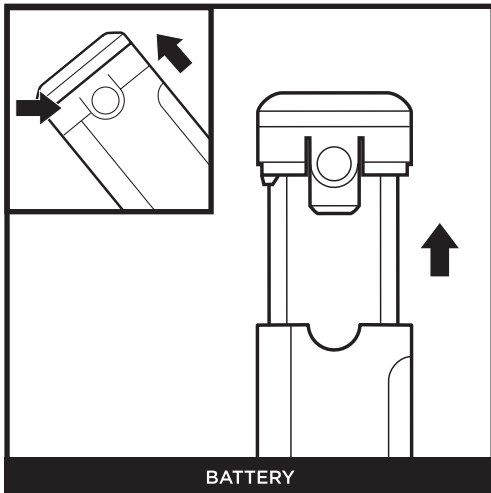


Charge the unit by sliding it into the charging base nozzle-first.



Make sure the contacts on the wand are aligned with the contacts on the charging post. When charging is complete and you need to use the unit again, lift it off the dock plate.

### REMOVING THE BATTERY



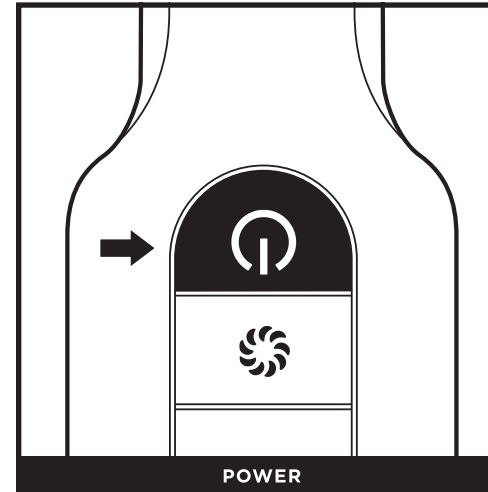
To remove the battery from the hand vacuum, press the release tabs on the battery cap and slide out the battery. To reinstall, slide the battery into the compartment in the handle until it clicks into place.

**NOTE:** When docked properly, the charging lights on the hand vacuum will fade, indicating that charging has begun. When charging is complete, the power button will dim, then shut off.

**NOTE:** The main unit comes with a partial charge. For maximum runtime, charge fully before first use (approximately 3 hours). Leaving the unit plugged in will not damage battery life.

## USING YOUR VACUUM

### CONTROLS



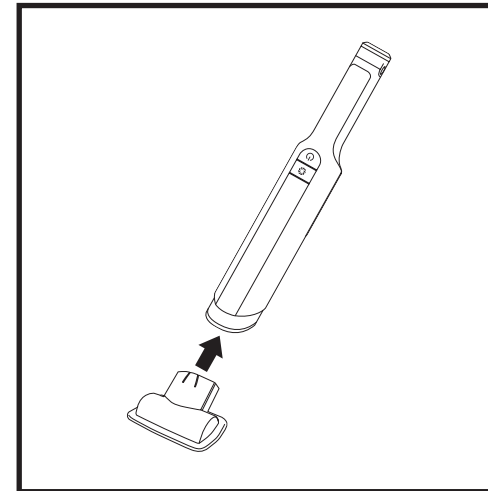
Press the **On/Off** button on the handle to turn on power. To turn off power, press the button again.



For an added boost of power, press the **Boost** button. Press again to return to normal power.

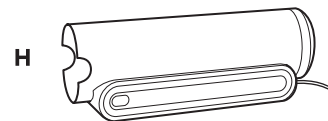
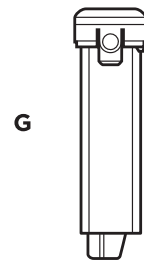
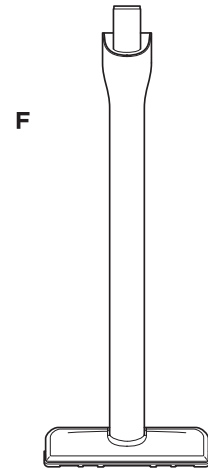
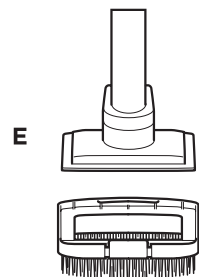
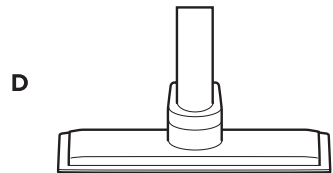
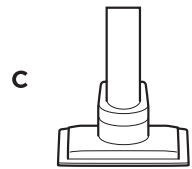
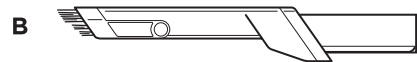
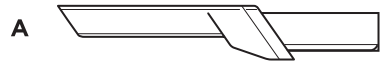
## USING YOUR VACUUM

### USING ACCESSORIES



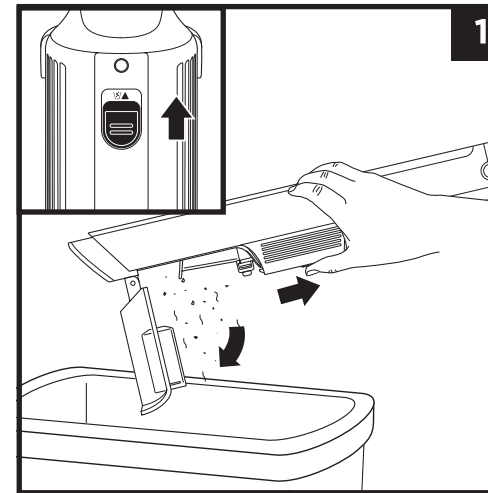
To attach an accessory to the hand vacuum, slide it into the opening in the nozzle. To remove the accessory, slide it off the nozzle.

- A** Crevice Tool
- B** Duster Crevice Tool
- C** Upholstery Tool
- D** Wide Upholstery Tool
- E** Pet Multi-Tool
- F** Floor Nozzle Extension Wand
- G** Replacement Battery
- H** Battery Charging Sleeve

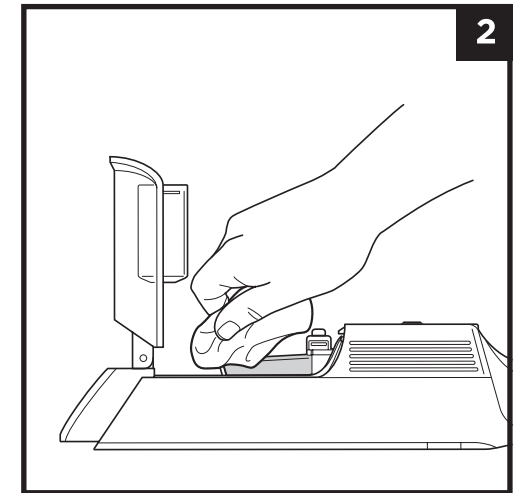


**NOTE:** Not all accessories come with all units. Please see the enclosed Quick Start Guide for your unit's configuration. To order additional accessories, visit [sharkaccessories.co.uk](http://sharkaccessories.co.uk)

EMPTYING THE DUST CUP



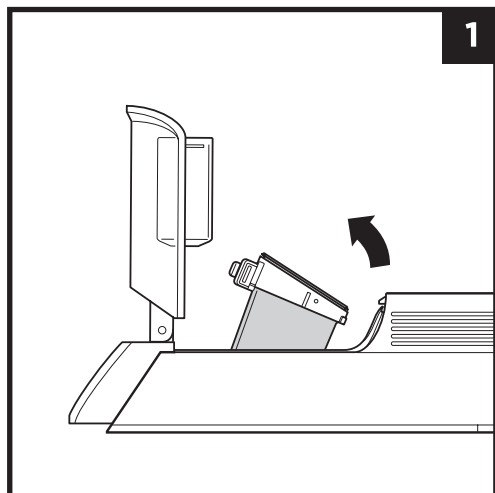
**1.** With the power off, slide the **Dust Cup** release button on the back of the vacuum towards you, and the dust cup will swing open. Tap the filter screen lightly to knock off dust and debris.



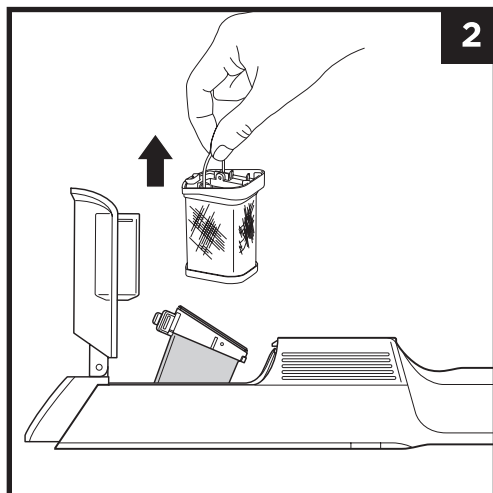
**2.** Wipe the screen inside the **Dust Cup** lightly with a dry cloth to remove dust and dirt.

## MAINTAINING YOUR VACUUM

### CLEANING THE FILTER



1. With the dust cup removed and the power off, pinch both sides of the filter housing and pivot it upward to access the filter.



2. Hold the filter housing over a bin. Lift the fabric filter by the metal ring to remove it from the housing. Tap lightly to remove any dust and debris, then rinse with water only. Let the filter air-dry for at least 24 hours or until completely dry before reinstalling.

**NOTE:** Do not wash any parts or accessories in a dishwasher.

## MAINTAINING YOUR VACUUM

### TROUBLESHOOTING

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

**Vacuum is not picking up debris. No suction or light suction. Power button blinks white six times, in 2-second intervals.**

- Check filters to see if they need cleaning. Follow instructions for rinsing and completely air-drying the filters before reinstalling them.

**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:

1. Turn on the power and check the battery indicator lights on the vacuum. If recharging is needed, make sure vacuum power is off before charging.
2. Empty dust cup and clean filters (See the Cleaning the Dust Cup and Filter section).
3. Check accessories and inlet openings and remove any blockages.
4. Allow unit and battery to cool for at least 45 minutes, until they return to room temperature.
5. Press the On/Off button to restart the vacuum.

POWER BUTTON	WHAT IT MEANS	WHAT TO DO
<b>Vacuum shuts off. Power button blinks 5 times in 2-second intervals, then stops.</b>	Low voltage start.	With the power off, check the nozzle opening for blockages. Remove any obstructions. Allow unit and battery to cool for at least 45 minutes, returning to room temperature. The battery may need to be charged. Charge completely (approximately 3.5 hours) by placing the vacuum on the charging stand. If problem persists, contact Customer Service.
<b>Boost mode button is blinking.</b>	Motor is overheating.	Allow the vacuum cleaner and battery to cool to room temperature for about 45 minutes. While waiting, refer to the cleaning section and remove any blockages. These can impede airflow. The unit can be placed on the charger and will start charging when it has reached normal temperature.
<b>Boost mode button blinks 5 times in 2-second intervals, then stops.</b>	Overspeed.	With the power off, check the nozzle opening for jams or clogs. Remove any obstructions. If the problem persists, contact Customer Service

**NOTE:** If vacuum still does not operate properly, contact Customer Service at **0800 862 0453** or **Sharkclean.co.uk**.

## TWO-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 two years (1 year as standard plus 1 year when you register). These terms and conditions relate to our manufacturer’s guarantee only - your statutory rights are unaffected.

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 [www.sharkclean.co.uk](http://www.sharkclean.co.uk).

### How do I register my extended 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:

- Model Number
- Date you received the machine (from your in-store receipt or delivery note)

To register online, please visit [www.sharkclean.co.uk/register-guarantee](http://www.sharkclean.co.uk/register-guarantee)

Products purchased directly from Shark are automatically registered.

### IMPORTANT

- The manufacturer’s guarantee covers your product for 12 months (or for 2 years, if registered) starting on the date of delivery.
- Please keep your receipt at all times. Should you need to use your guarantee (standard 1 year or further 1 year extended) 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.

### 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 two years (12 months plus an extended guarantee of 1 year).

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

Repair or replacement of your Shark machine (at Shark’s discretion to decide whether to replace or repair) 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?

- 1 Blockages - for details of how to unblock your vacuum cleaner, please refer to the Instructions.
- 2 Normal wear and tear with parts which require regular maintenance and/or replacement to ensure the proper functioning of your unit.
- 3 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 Instructions supplied with your machine.
- 4 Use of the vacuum cleaner for anything other than normal domestic household purposes.
- 5 Use of parts not assembled or installed in accordance with the operating instructions.
- 6 Faulty installation (except where installed by Shark).

### 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, replacement parts and accessories for all Shark machines at [www.sharkclean.co.uk](http://www.sharkclean.co.uk).

Please remember that damage caused by use of non-Shark spares is not covered by your manufacturer’s guarantee. However, your statutory rights are unaffected.

## NOTES

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