

Shark

STRATOS™ Cordless Pet Pro Vacuum with Clean Sense IQ

IZ400ANZ Series

INSTRUCTIONS



THANK YOU
for purchasing the STRATOS™ Cordless Pet Pro Vacuum with Clean Sense IQ



TIP: You can find the model and serial numbers on the QR code label located on the back of your unit.

ODOUR NEUTRALISER TECHNOLOGY



DANGER

If in direct contact with contents of cartridge:
May cause an allergic reaction to skin. Wear protective gloves if directly coming into the contact with the cartridge. Wash skin thoroughly after handling. Harmful if swallowed. Avoid breathing in mist or vapours, intentional misuse and directly inhaling contents may be dangerous. Avoid release to the environment. Very toxic to aquatic life with long lasting effects, ensure cartridge is disposed of correctly as general waste.

2-(4-tert-butylbenzyl) propionaldehyde
May damage fertility and suspected of damaging the unborn child. Do not handle until all safety precautions have been read and understood. Use personal protective equipment, such as protective gloves, as required.

REGISTER YOUR PURCHASE

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

- sharkclean.com.au/apps/product-registration
sharkclean.co.nz/apps/product-registration
- AU sharkclean.com.au
AU +61 2 8801 7666
NZ sharkclean.co.nz
NZ +64 800 112 660
- 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: 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 STRATOS™ Cordless Pet Pro Vacuum with Clean Sense IQ

If you have any questions, please call the customer service line on **AU +61 2 8801 7666 NZ +64 800 112 660**

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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 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:

- 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.
- Before each use, carefully inspect all parts for any damage. If a part is damaged, discontinue use.
- Use only identical replacement parts.
- This vacuum contains no serviceable parts.
- Use only as described in this manual. **DO NOT** use the vacuum for any purpose other than those described in this manual.
- With the exception of the filters and dust cup, **DO NOT** expose any parts of the vacuum to water or other liquids.
- 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
- 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.
- DO NOT** handle plug or vacuum with wet hands.
- DO NOT** use without dust cup, filters, and brush-roll in place.
- Only use Shark® branded filters and accessories. Damage caused by non-Shark filters and accessories may not be covered by the guarantee.
- 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.
- 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.
- Keep nozzle and all vacuum openings away from hair, face, fingers, uncovered feet, or loose clothing.
- DO NOT** use if vacuum is not working as it should, or has been dropped, damaged, left outdoors, or dropped into water.
- Use extra care when cleaning on stairs.
- DO NOT** leave the vacuum unattended while powered on.
- When powered on, keep the vacuum moving over the carpet surface at all times to avoid damaging the carpet fibres.
- 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.
- DO NOT** use to pick up:
 - Liquids
 - Large objects
 - Hard or sharp objects (glass, nails, screws, or coins)
 - Large quantities of dust (including drywall, fireplace ash, or embers). **DO NOT** use as an attachment to power tools for dust collection.
 - Smoking or burning objects (hot coals, cigarette butts, or matches)
 - Flammable or combustible materials (lighter fluid, petrol, or kerosene)
 - Toxic materials (chlorine bleach, ammonia, or drain cleaner)

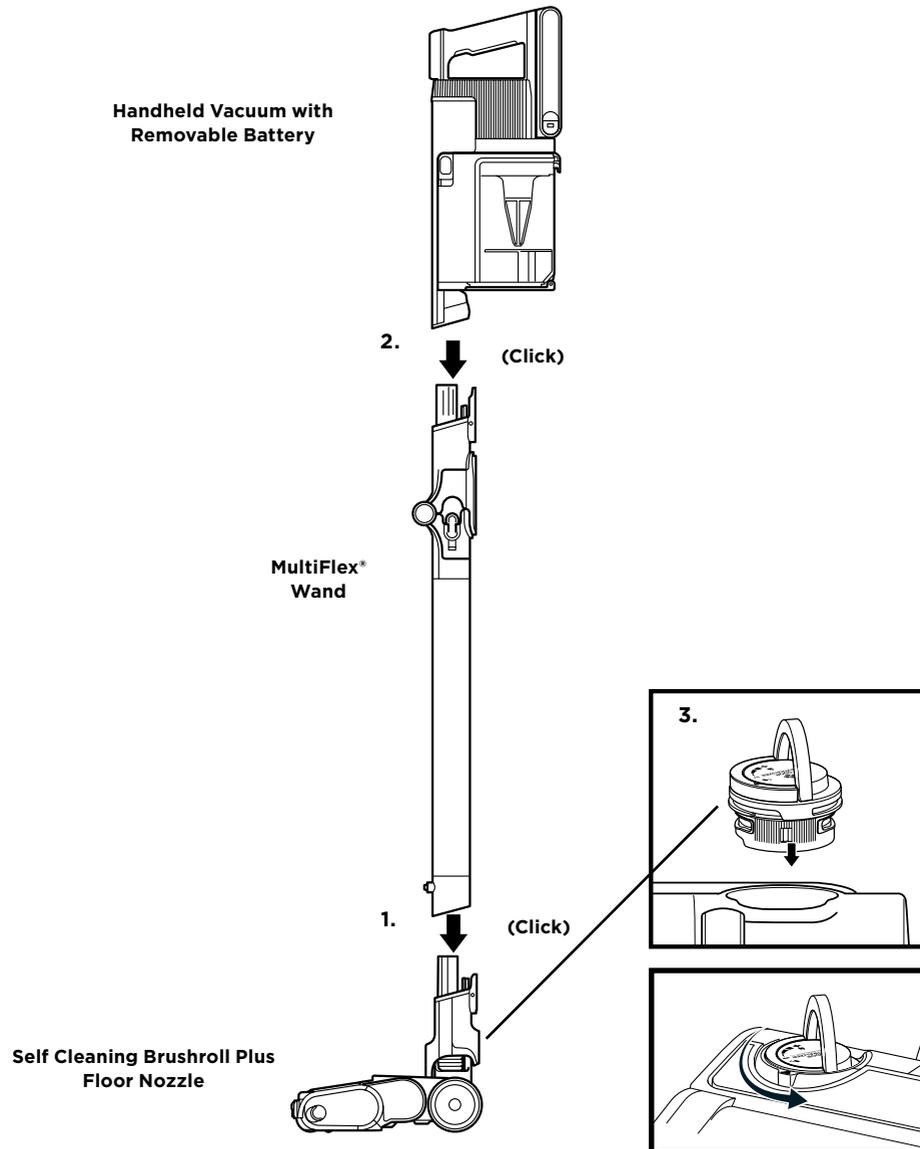
- DO NOT** use in the following areas:
 - Poorly lit areas
 - Wet or damp surfaces
 - Outdoor areas
 - Spaces that are enclosed and may contain explosive or toxic fumes or vapours (lighter fluid, petrol, kerosene, paint, paint thinners, mothproofing substances, or flammable dust)
- Turn off the vacuum before plugging in or unplugging the charger.
- Turn off the vacuum before any adjustment, cleaning, maintenance or troubleshooting.
- During cleaning or routine maintenance, **DO NOT** cut anything other than hair, fibres, or string wrapped around the brush-roll.
- Allow all filters to air-dry completely before replacing in the vacuum to prevent liquid from being drawn into electric parts.
- 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.
- Turn off all controls before unplugging.
- Always turn off this appliance before connecting or disconnecting motorised nozzle or hand tool.
- BATTERY PACK**
- The battery is the power source for the vacuum. Carefully read and follow all charging instructions.
- 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.
- 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.
- 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.
- 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.
- 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.
- DO NOT** charge battery at temperatures below 5°C (40°F) or above 40°C (104°F). Charging improperly or at temperatures outside of the specified range may damage the battery and increase the risk of fire.
- Store the appliance indoors.
- DO NOT** expose the battery to fire or temperatures above 130°C (265°F) as it may explode.
- Use appliances only with specifically designated battery packs. Use of any other battery packs may create a risk of injury and fire.
- 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.
- ODOUR**
- Observe the following when interacting with the Odour Neutraliser Technology Dial:
 - DO NOT** attempt to disassemble Odour Neutraliser Technology
 - Avoid direct contact with the fragrance puk.
 - DO NOT** directly inhale from the Odour Neutraliser Dial or Fragrance Puk.
 - Keep away from children and pets.
 - Keep away from heat, sparks, and open fires.
 - DO NOT** place in direct sunlight.
- FRAGRANCE PUK FIRST AID**
- Observe the following when interacting with the Odour Neutraliser Technology cartridge:
 - Avoid contact with fabrics and finished surfaces.
 - Eye contact: Remove contact lenses if present. Rinse continuously with water for several minutes.
 - Skin contact: Wash hands thoroughly after handling. If irritation or rash develops, seek medical advice/attention.
 - Inhalation: Move person to fresh air if they are experiencing any respiratory symptoms. If symptoms persist, seek medical advice/attention.
 - Ingestion: **DO NOT** induce vomiting. Seek medical advice/attention.

SAVE THESE INSTRUCTIONS

ASSEMBLY

1. Insert **Wand** into **Floor Nozzle**.
2. Insert **Handheld Vacuum** into **Wand**.
3. Rotate **Odour Neutraliser Technology Dial** until it clicks into the unlock position, then pull up on the handle of the dial to remove. Insert **Odour Neutraliser Technology fragrance puck** into dial and twist to lock. Reinsert the dial into the nozzle and rotate until it clicks into the desired intensity setting.

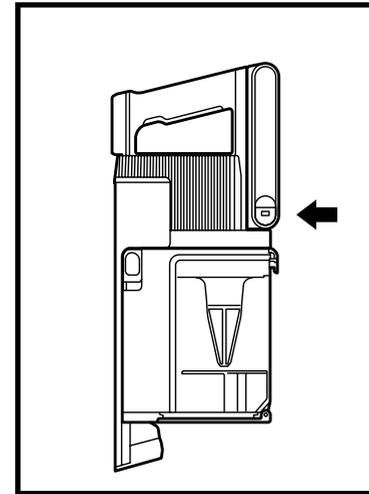
Before use, ensure all components are completely connected and clicked into place.



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

- LED will pulse white when reaching 100% charge.
- LED will pulse green from 76% - 99% charge.
- LED will pulse yellow from 0 - 75% charge.
- No LED the battery pack is off

NOTE: Full charge takes approximately 3.5 hours.

Additional Notes

1. LEDs turn off once the battery is fully charged.
2. Unit will not power on when charger is connected.

ABOUT YOUR ION POWER PACK 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 centre or to retailer for recycling. Contact your local recycling centre for information on where to drop off the spent power pack.

SUCTION POWER MODES

SUCTION MODE	ECO Mode
ECO	Maximum runtime. Saves battery power.
Clean Sense IQ	Clean Sense IQ Mode Best balance between suction power and optimised runtime.
Boost	Boost Mode Maximum suction. Uses the most battery power.



Battery Runtime

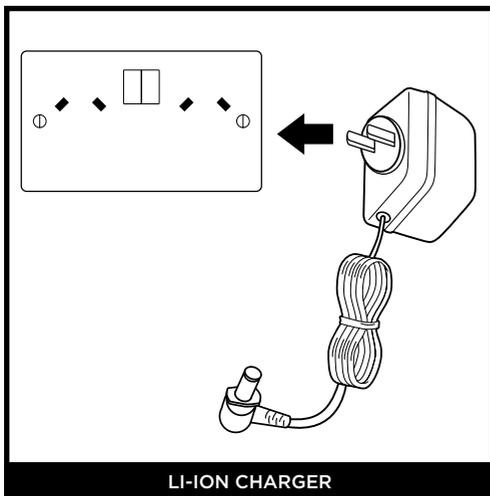
MODE	MINUTES
Hand Vac - ECO Mode (no motorised tool attached)	60
Boost Mode (Hand Vac) (no motorised tool attached)	10

Clean Sense IQ runtime depends on individual use and amount of debris on cleaning surfaces.

Suction mode impacts runtime. Use Boost in short bursts.

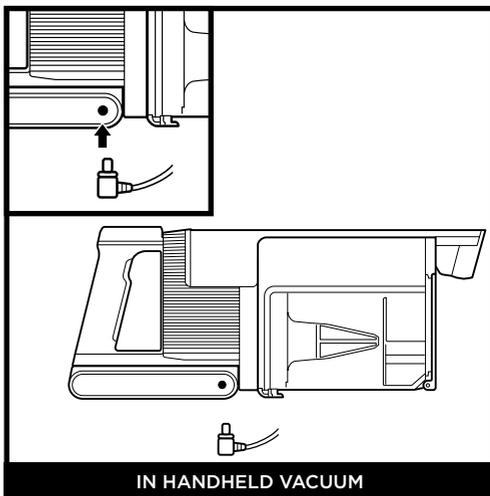
CHARGING THE BATTERY

USING THE LI-ION CHARGER



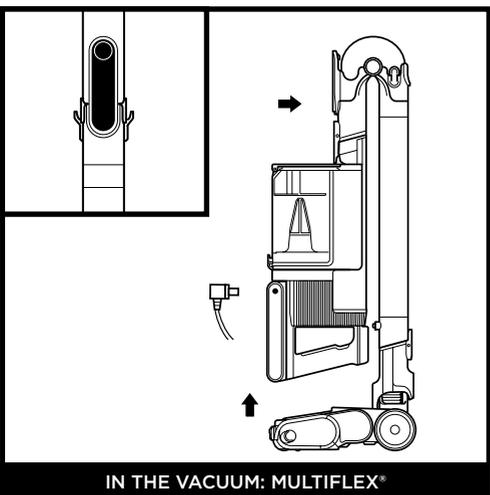
LI-ION CHARGER

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



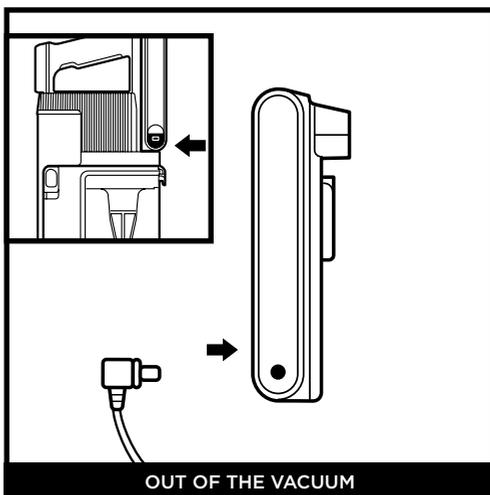
IN HANDHELD VACUUM

To charge the battery inside the handheld vacuum, connect the charger to an electrical outlet, then insert the charger plug into the port below the handle on the handheld vacuum.



IN THE VACUUM: MULTIFLEX®

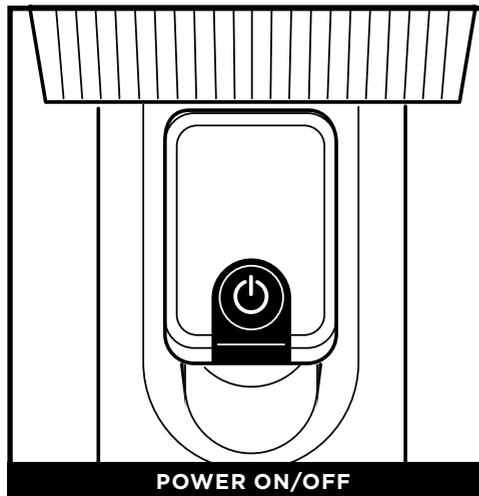
To put the vacuum in storage mode, press the **MultiFlex Wand Unlock Latch** while folding the handheld vacuum forward until the wand clicks and locks. Plug the charger into the charging port on the handheld vacuum.



OUT OF THE VACUUM

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 until it clicks into place.

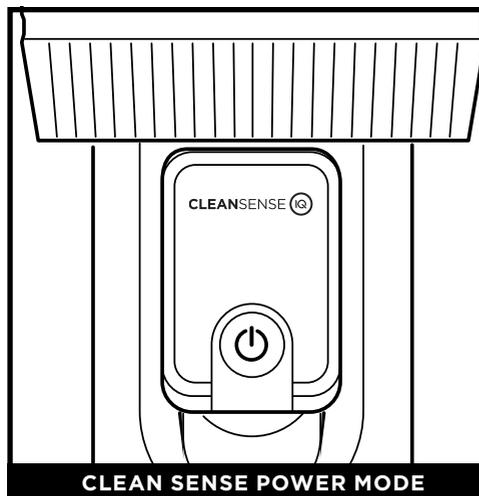
SETTINGS



POWER ON/OFF

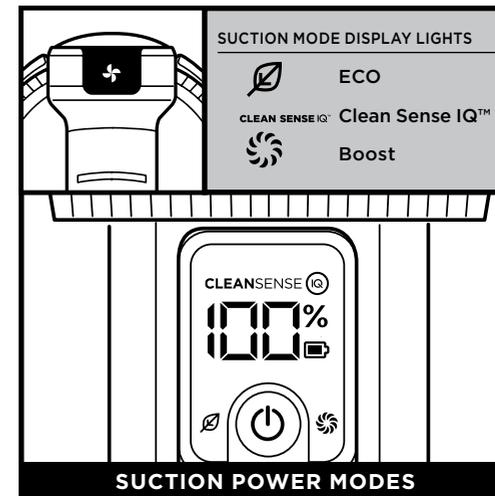
Press power button to turn vacuum on or off.

NOTE: The unit will not turn on if the charger is connected. Unplug the charger before turning on vacuum power.



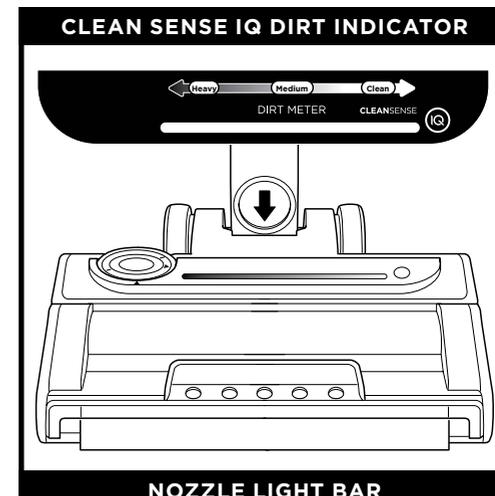
CLEAN SENSE POWER MODE

Clean Sense IQ senses the dirt you can't see and automatically boosts power. Clean Sense IQ mode modifies cleaning performance based on the mess at hand, giving you optimal suction and runtime when heavy or light debris is detected.



SUCTION POWER MODES

Press the (power and fan icon) button to toggle between ECO, Clean Sense IQ™, and Boost modes. To save battery power, select ECO mode. For everyday cleaning power, select Clean Sense IQ mode. For an extra burst of power, select Boost mode.



NOZZLE LIGHT BAR

The **Clean Indicator** visually confirms when floors are cleaned. When the unit senses heavy debris, suction will increase for more cleaning performance. When the debris is cleared, suction will decrease. The clean indicator displays the level of debris detected. For best results, continue cleaning until the indicator returns to its lowest level before moving to the next area.

SETTINGS

Shark's Odour Neutraliser Technology guards against bad odours inside your vacuum.



ODOUR NEUTRALISER TECHNOLOGY DIAL

Flip up the handle and rotate the Odour Neutraliser Technology Dial to adjust to adjust fragrance puk intensity or to remove cartridge.

Insertion/Removal: Rotate the Odour Neutraliser Technology Dial to align the teal arrows. Remove the dial to access the fragrance puk for removal or replacement.

High: Rotate the Odour Neutraliser Technology Dial toward the High position for the highest level of intensity when the vacuum is in use. This position is the recommended setting for optimal performance.

Medium: Rotate the Odour Neutraliser Technology Dial toward the medium position to decrease the intensity of the odour when the vacuum is in use.

Low: Rotate the Odour Neutraliser Technology Dial toward the Low position to minimise the intensity to the lowest level when the vacuum is in use.

ODOUR NEUTRALISER TECHNOLOGY TIPS

The Odour Neutraliser Technology Dial Must be Installed for Vacuum to Function Properly

- Remove the Fragrance Puk from dial if you don't want the benefits of the Odour Neutraliser Technology.

Maintenance Required

- Clean all filters as recommended under Cleaning Filters.
- Empty your dust cup before storing your vacuum.
- Replace the fragrance puk as recommended under Odour Neutraliser Technology fragrance puk replacement.
- Visit sharkclean.com.au sharkclean.co.nz to learn more and purchase replacements.

Fragrance Strength Over Time

- The intensity of the Odour Neutraliser Technology fragrance puk may diminish over time. It may also have no noticeable fragrance at all. This is natural and does not indicate the technology isn't working. Follow replacement instructions to ensure continued performance.

NOTES:

- The Odour Neutraliser Technology Dial needs to be installed for the vacuum to function properly, with or without the fragrance puk.
- Wash hands thoroughly after handling. If irritation or rash develops, seek medical advice/attention.
- Fragrance pucks should be replaced every 6 months for optimal Odour Neutraliser Technology performance.

ODOUR NEUTRALISER TECHNOLOGY FRAGRANCE PUK REPLACEMENT



1. REMOVE ODOUR NEUTRALISER TECHNOLOGY DIAL FROM FLOORHEAD

Flip up the handle and rotate the Odour Neutraliser Technology Dial clockwise until the two teal arrows are aligned. Pull the handle to remove the Odour Neutraliser Technology Dial from the floorhead.



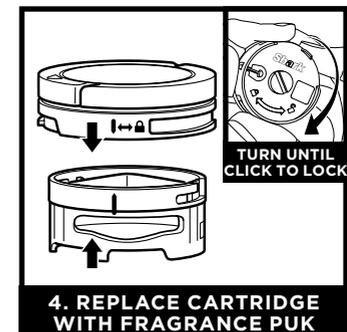
2. REMOVE OLD FRAGRANCE PUK

Rotate the fragrance puk anticlockwise in the Odour Neutraliser Technology Dial housing and pull out the fragrance puk to remove it.



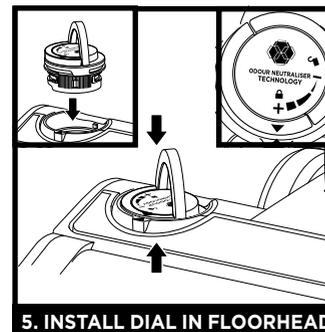
3. REMOVE NEW FRAGRANCE PUK FROM CAN

Remove the new fragrance puk from the can. To maintain the life of the fragrance puk, keep it in the can until you are ready to install it.



4. REPLACE CARTRIDGE WITH FRAGRANCE PUK

Align the yellow arrow on the side of the fragrance puk with the yellow arrow on the side of the Odour Neutraliser Technology Dial cover, then insert the fragrance puk into the dial. Rotate clockwise to lock it in place.



5. INSTALL DIAL IN FLOORHEAD

Align the teal arrow on the dial cover with the teal arrow on the floorhead. Then reinsert the dial into the floorhead. Rotate the dial anticlockwise to an intensity setting to engage. Rotate further to change the intensity setting to high, medium or low.

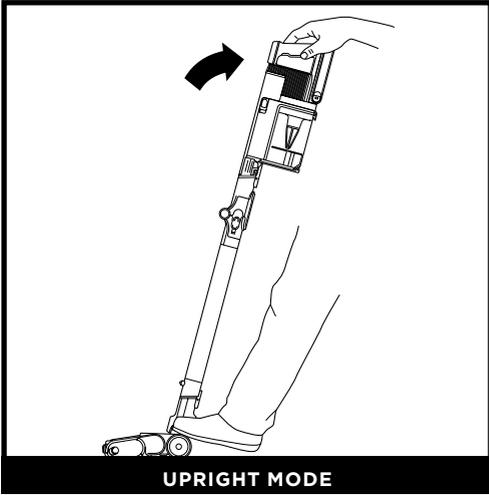


6. USED FRAGRANCE PUK DISPOSAL

Dispose of old fragrance puk into the bin. Please do not throw the Odour Neutraliser Technology Dial into the bin.

For replacement Odour Neutraliser Technology Fragrance Puk please visit sharkclean.com.au sharkclean.co.nz

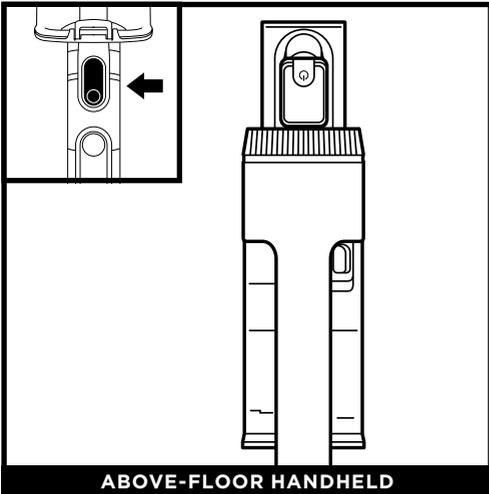
CLEANING MODES



UPRIGHT MODE

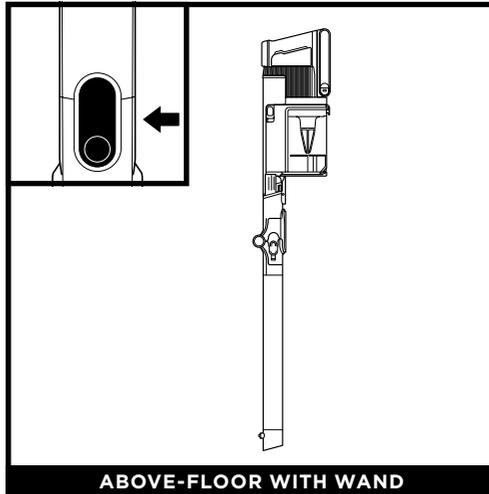
To clean floors, step on floor nozzle and tilt handheld vacuum back.

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. An attachment can be used to clean stairs, furniture, and other above-floor areas.



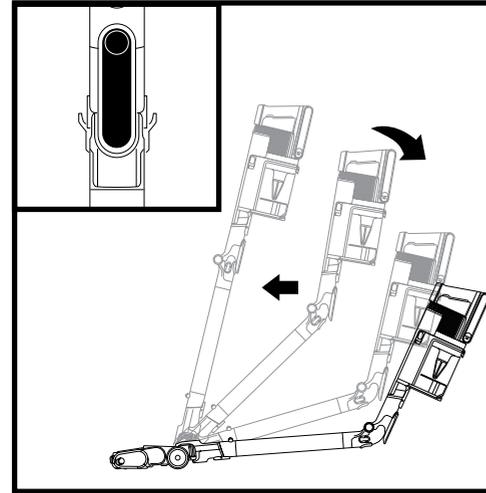
ABOVE-FLOOR WITH WAND

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

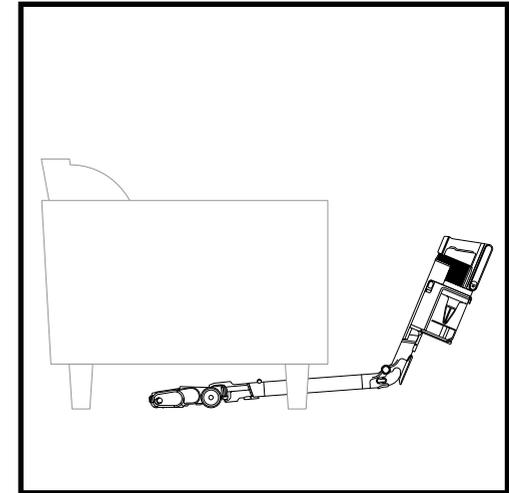
Great for cleaning baseboards, ceiling fans, window sills, and other hard-to-access areas.

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

USING THE MULTIFLEX® WAND

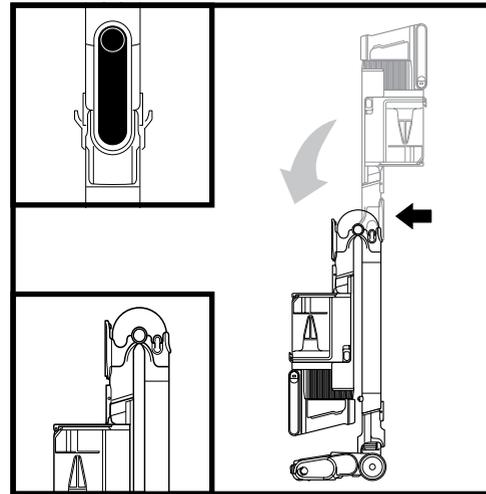


Press the unlock latch on the back of the wand, then adjust the angle.

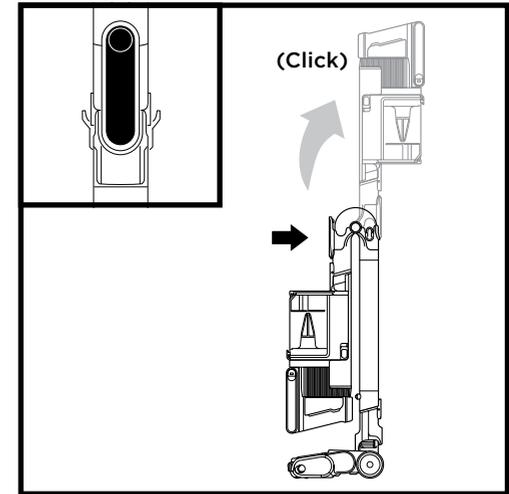


Adjust the wand to a lower angle to easily clean under furniture.

MULTIFLEX STORAGE

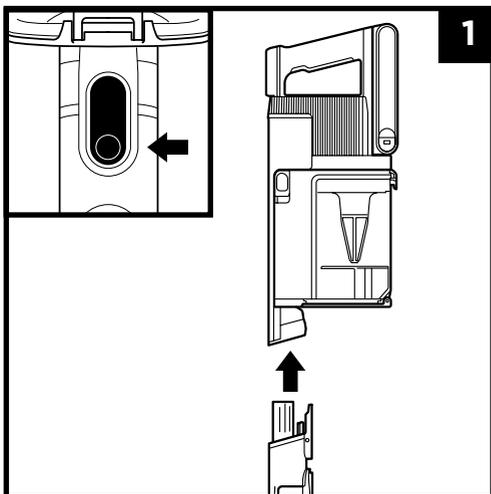


To put the vacuum in storage mode, press the unlock latch while folding the handheld vacuum forward.

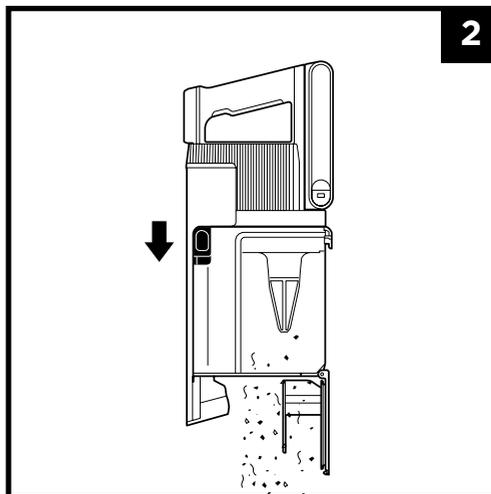


To take the vacuum out of storage mode, press the unlock latch and lift up the handheld vacuum until the wand clicks and locks into place.

EMPTYING THE DUST CUP

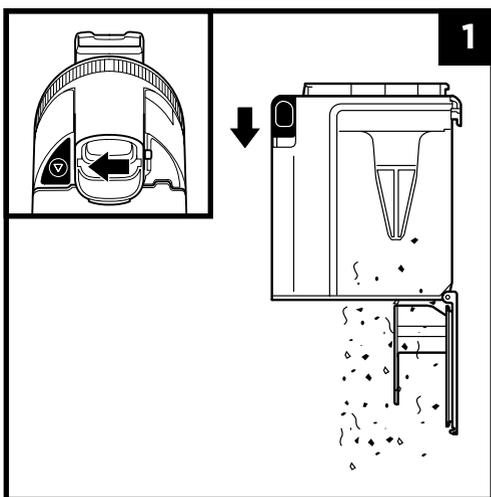


Press the wand release button to detach the handheld vacuum from the wand.



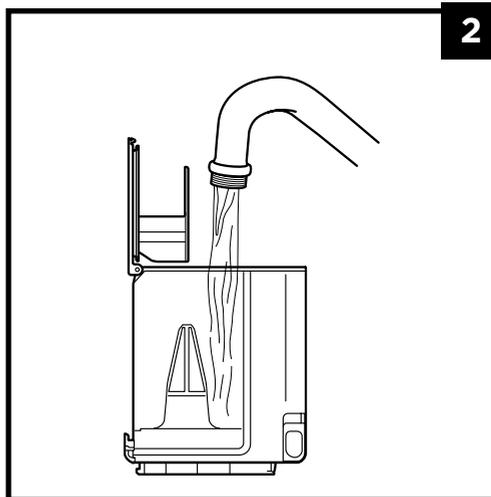
To empty the **Dust Cup** while it is attached to the handheld vacuum, position the dust cup over a bin and slide the lid release slider forward.

REMOVING AND CLEANING THE DUST CUP



To remove the dust cup from the handheld vacuum, press the **Dust Cup Release** button located on the base/bottom of the dust cup. 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.



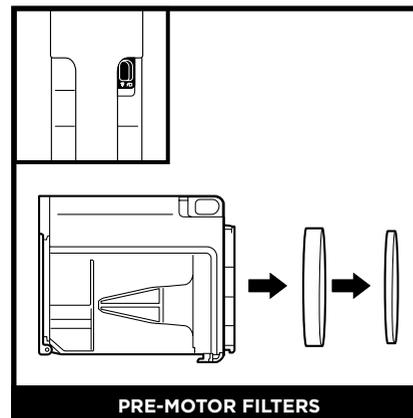
To clean the interior of the dust cup, rinse it with water. Place it on its side with the lid open to air-dry for at least 48 hours before reinstalling.

CLEANING THE FILTERS

Regularly rinse the filters to maintain your vacuum's suction power and to maximise the effectiveness of the odour cartridge.

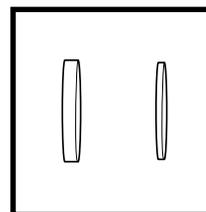
To clean filters, rinse them with water only. **Allow all filters to air-dry completely for up to 48 hours before reinstalling, to prevent liquid from being drawn into electric parts.** Clean the pre-motor filters at least once a month and post-motor filter at least once a year. Tap off loose dirt between 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.

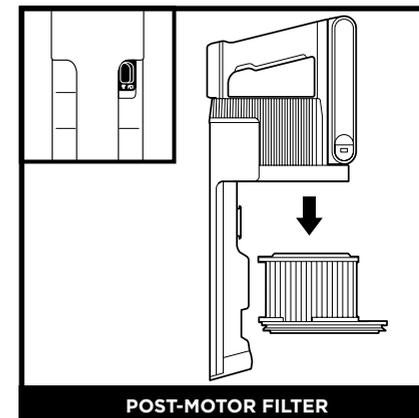


PRE-MOTOR FILTERS

Remove the dust cup, and pull the foam and felt filters out of the back of the dust cup.

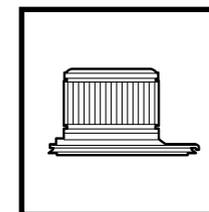


Pre-Motor Foam and Felt Filter Kit



POST-MOTOR FILTER

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

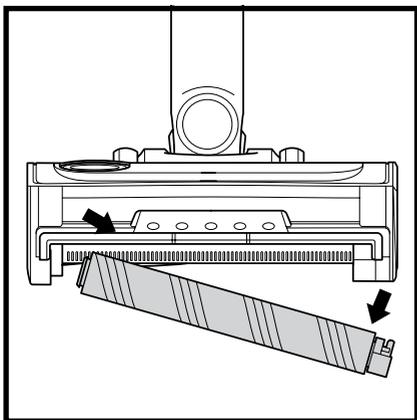


Post-Motor Filter

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 change in noise while vacuuming, check the floor nozzle for blockages. (See the Checking for Blockages in the Floor Nozzle section.)

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 24-48 hours.
- 4 Reinsert Soft Roller until you feel it click into place.

CLEANING THE SENSORS

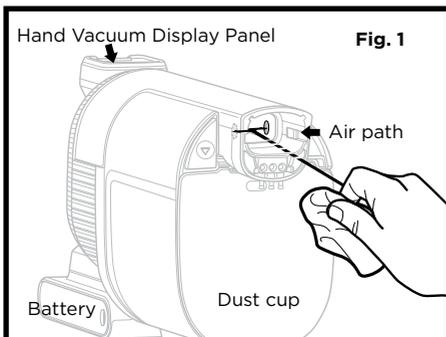


Fig. 1



Make sure to clean the sensors inside the hand vacuum regularly, as hair and other debris may build up and obstruct them. If the sensors are partially obstructed, Clean Sense IQ mode will not adjust suction levels as expected. If the sensors are completely obstructed, the F0 error code will appear and the Clean Sense IQ icon will flash on the hand vacuum display panel.

To clean the sensors:

1. Turn off power and remove the hand vacuum.
2. Locate the sensors inside the nozzle of the hand vacuum. The sensors are on the interior walls of the nozzle, about 3 inches down the air path, aligned with the IQ logos (Fig.2) on the exterior.
3. Gently wipe the sensors with a microfiber cloth and remove all hair and debris.
4. Turn on power and verify that the unit is functioning normally.

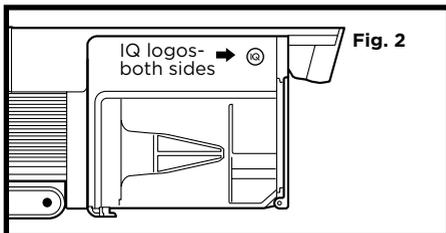
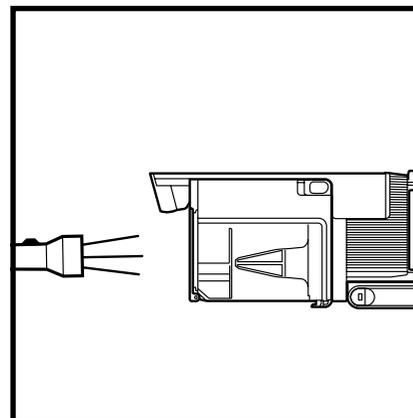


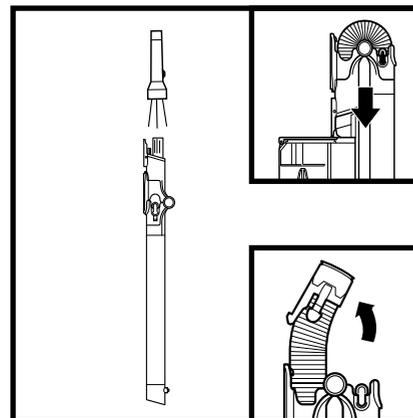
Fig. 2

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.



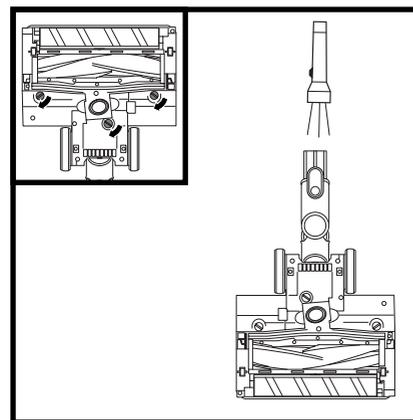
Checking for Blockages in the Wand:

Standard Wand:

1. Turn off vacuum.
2. Remove the handheld vacuum and floor nozzle.
3. Look through wand to check for any blockages.
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 MultiFlex 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.

TROUBLESHOOTING GUIDE

⚠ 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. Filter icon on handheld vacuum control panel 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 clog access in wand for any blockages and clear any debris.
- Check connectors between handheld, wand, and floor nozzle for debris. Remove any dust or material in the connectors.
- If the issue persists, please contact Customer Service.

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 press the power button to restart.

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:

1. 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.
2. Empty dust cup and clean filters (see Emptying the Dust Cup and Cleaning the Filters sections).
3. Check wand, 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 power button to restart the vacuum. Make sure the charger is not plugged into the port on the handheld vacuum.

Vacuum is emitting air that smells bad.

- Dust cup may be full; empty dust cup. Empty dust cup after each use for optimal odour neutralisation.
- Check filters to see if they need cleaning. Follow instructions for rinsing and air-drying the filters before reinstalling them.
- Check to make sure odour neutraliser cartridge with fragrance puk is installed in the dial and the dial is installed in the nozzle.
- Check the odour neutraliser dial on the nozzle to see what setting is enabled.
- If the fragrance puk has been installed for 6 months or longer, consider replacing it.
- If the fragrance puk has been installed for less than 6 months, remove the fragrance puk and check to see if it is still emitting the neutraliser scent.
- If the neutraliser is still emitting a scent but you dislike it, consider turning the intensity down, or reinstall the dial in the nozzle without the puk.
- If the cartridge with fragrance puk is not emitting a scent, consider replacing it.

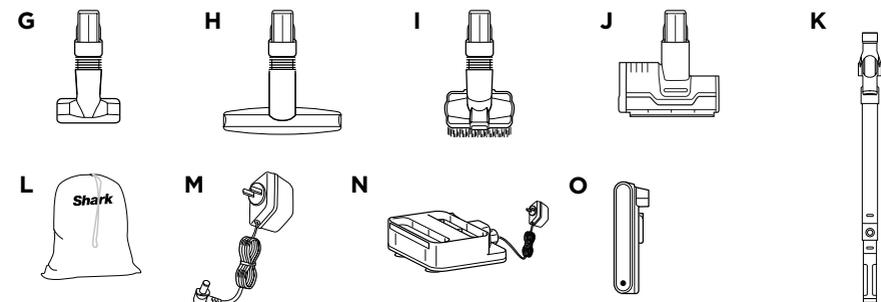
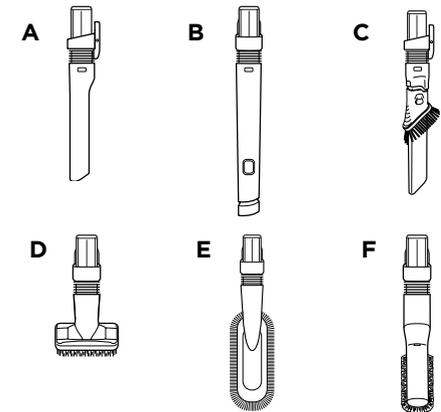
NOTE: If vacuum still does not operate properly, contact Customer Service at [AU sharkclean.com.au](http://AU.sharkclean.com.au) +61 2 8801 7666
[NZ sharkclean.co.nz](http://NZ.sharkclean.co.nz) +64 800 112 660

TROUBLESHOOTING GUIDE

	Fault	Error code display on
Motor	Motor No Start	10
	Motor Overheat	20
	Motor Overcurrent	30
	Motor Short	40
	Motor Overspeed	50
	System Comm Error	60
	Clean Sense IQ Sensor Blockage	F0
Nozzle	Nozzle Overheat	70
	Nozzle Short	E0

ADDITIONAL ACCESSORIES AVAILABLE ON SHARKCLEAN.COM.AU SHARKCLEAN.CO.NZ

- A 12" Crevice Tool**
- B 18" Flexi Crevice Tool**
- C Duster Crevice Tool**
- D Dusting Brush**
- E Multi-Angle Dusting Brush**
- F Anti-Allergen Dust Brush**
- G Upholstery Tool**
- H Wide Upholstery Tool**
- I Multi Surface Tool**
- J Deep-Cleaning Motorised Pet Tool**
- K MultiFlex® Under-Appliance Wand**
- L Accessory Bag**
- M Li-Ion Charger**
- N Dual Li-Ion Charger**
- O Li-Ion Battery**



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 [AU sharkclean.com.au](http://AU.sharkclean.com.au) +61 2 8801 7666
[NZ sharkclean.co.nz](http://NZ.sharkclean.co.nz) +64 800 112 660

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 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.



ODOUR NEUTRALISER TECHNOLOGY SPECIFICATIONS.

1. Product Name: Odour Neutraliser Technology Fragrance Puk
2. Ingredients: Solid SM composite polymer
C17 + fragrance SE 446676

PLEASE READ CAREFULLY AND KEEP FOR FUTURE REFERENCE.

This Instruction Guide is designed to help you get a complete understanding of your new Shark STRATOS™ Cordless Pet Pro Vacuum with Clean Sense IQ

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sharkclean.com.au

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