

Shark[®] **ROTATOR**[™]

OWNER'S GUIDE

NV500UKE



THANK YOU!

Thank you for purchasing the Shark® Rotator Upright Vac.

This Owner's Guide is designed to help you get a complete understanding of your new vacuum cleaner. Please read it carefully and keep it for future reference.

For a list of what is included with this model, refer to inside flap of box.

RECORD THIS INFORMATION:

Model Number: _____

Date of Purchase (Keep receipt): _____

TECHNICAL SPECIFICATIONS:

Voltage: 220-240 V, 50/60 Hz
Watts: 1200W
Power Nozzle 80W

RECOMMENDED FILTER CLEANING SCHEDULE:

See the MAINTENANCE section for filter cleaning instructions

Foam filter:	XDF500	Every 3 months
Felt Filter:	XDF500	Every 3 months
HEPA Filter:	XHF500	Every 12 months

This appliance complies with the WEEE-Directive 2012/19/EU on the disposal of electrical and electronic equipment (WEEE).



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.

This appliance complies with the European directives for electromagnetic compatibility (EMC) 2004/108/EC and its revisions, as well as Low Voltage Directive (LVD) 2006/95/EC and its revisions.



IMPORTANT SAFEGUARDS

When using an electrical appliance, basic safety precautions should always be observed, including the following:

WARNING

TO REDUCE THE RISK OF FIRE, ELECTRIC SHOCK OR INJURY:

- 1 DO NOT use outdoors or on wet surfaces.
- 2 Unplug from electrical outlet when not in use and before cleaning or servicing.
- 3 DO NOT use vacuum cleaner with a damaged cord or plug or if the unit has been dropped, damaged, left outdoors, or dropped into water. If the cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard. To avoid the risk of electric shock, do not disassemble or attempt to repair the appliance on your own. Incorrect re-assembly or repair can cause a risk of electrical shock or injury to persons when the appliance is used.
- 4 DO NOT pull or carry vacuum cleaner by the cord or use the cord as a handle.
- 5 DO NOT unplug by pulling on cord; to unplug, grasp the plug, not the cord.
- 6 DO NOT handle plug or vacuum cleaner with wet hands.
- 7 DO NOT run the vacuum cleaner over the power cord, close a door on the cord or pull cord around sharp corners.
- 8 The use of an extension cord is not recommended.
- 9 DO NOT leave vacuum cleaner when plugged in.
- 10 Keep cord away from heated surfaces.
- 11 Turn off all controls before plugging or unplugging the vacuum cleaner.
- 12 Always turn off the vacuum cleaner before connecting or disconnecting Power nozzle.



CAUTION: Power nozzle contains electrical connections and the Power nozzle is not a serviceable part

- 13 Store your vacuum cleaner with the power cord secured around the two cord holders - as shown in the storage instructions.

GENERAL USE

- 14 Use only as described in this manual.
- 15 DO NOT put any objects into openings. DO NOT use with any opening blocked; keep free of dust, lint, hair, and anything that may reduce air flow.
- 16 Keep your work area well lit.
- 17 Keep the vacuum cleaner moving over the carpet surface at all times to avoid damaging the carpet fibers.
- 18 DO NOT place vacuum cleaner on unstable surfaces such as chairs or tables.
- 19 DO NOT use without dust cup and/or filters in place.

- 20 This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge.
- 21 Children should be supervised to ensure that they do not play with the appliance.

HOSE ATTACHMENTS

- 22 DO NOT use if air flow is restricted; if the air paths, the hose, or the accessories become blocked, turn the vacuum cleaner off. Remove all obstructions before you turn on the unit again.
- 23 Keep the end of the hose and accessory openings away from face and body.
- 24 Keep cleaning tools and hose suction openings away from hair, face, fingers, uncovered feet, or loose clothing.
- 25 Only use manufacturer's recommended attachments.

DUST CUP/FILTERS/ACCESSORIES

Before turning on the vacuum:

- 26 Make sure that all filters are thoroughly dry after routine cleaning.
- 27 Make sure that dust cup and all filters are in place after routine maintenance.
- 28 Make sure accessories are free of blockages.
- 29 Use only manufacturer's recommended accessories and replacement parts.

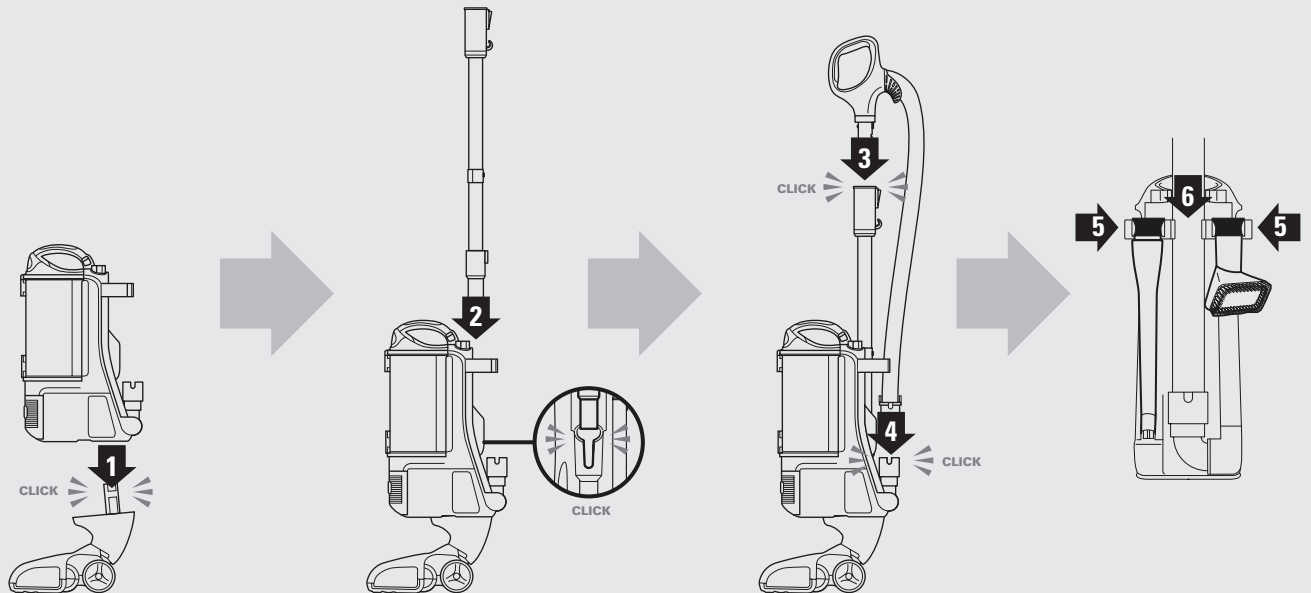
GENERAL CLEANING

- 30 DO NOT pick up large-sized objects.
- 31 DO NOT pick up hard or sharp objects such as glass, nails, screws or coins that could damage the vacuum cleaner.
- 32 DO NOT pick up smoking or burning objects such as hot coals, cigarette butts, or matches.
- 33 DO NOT pick up flammable or combustible materials such as lighter fluid, gasoline, or kerosene or use vacuum in areas where they may be present.
- 34 DO NOT pick up toxic solutions such as chlorine bleach, ammonia, or drain cleaner.
- 35 DO NOT use in an enclosed space where vapors are present from paint, paint thinner, moth-proofing substances, flammable dust or other explosive or toxic materials.
- 36 DO NOT vacuum up any liquids.
- 37 DO NOT immerse vacuum cleaner in water or other liquids.
- 38 DO NOT use outdoors or on wet surfaces; use only on dry surfaces.
- 39 Use extra care when cleaning on stairs.

SAVE THESE INSTRUCTIONS

ASSEMBLY

- 1 Place the vacuum pod onto Power nozzle.
- 2 Slide wand into base of the pod.
- 3 Insert handle into the top of the wand.
- 4 Attach flex hose into base of the pod.
- 5 Insert the crevice tool and dusting brush into the accessory clips as shown.
- 6 Tuck the hose between the two accessory clips.

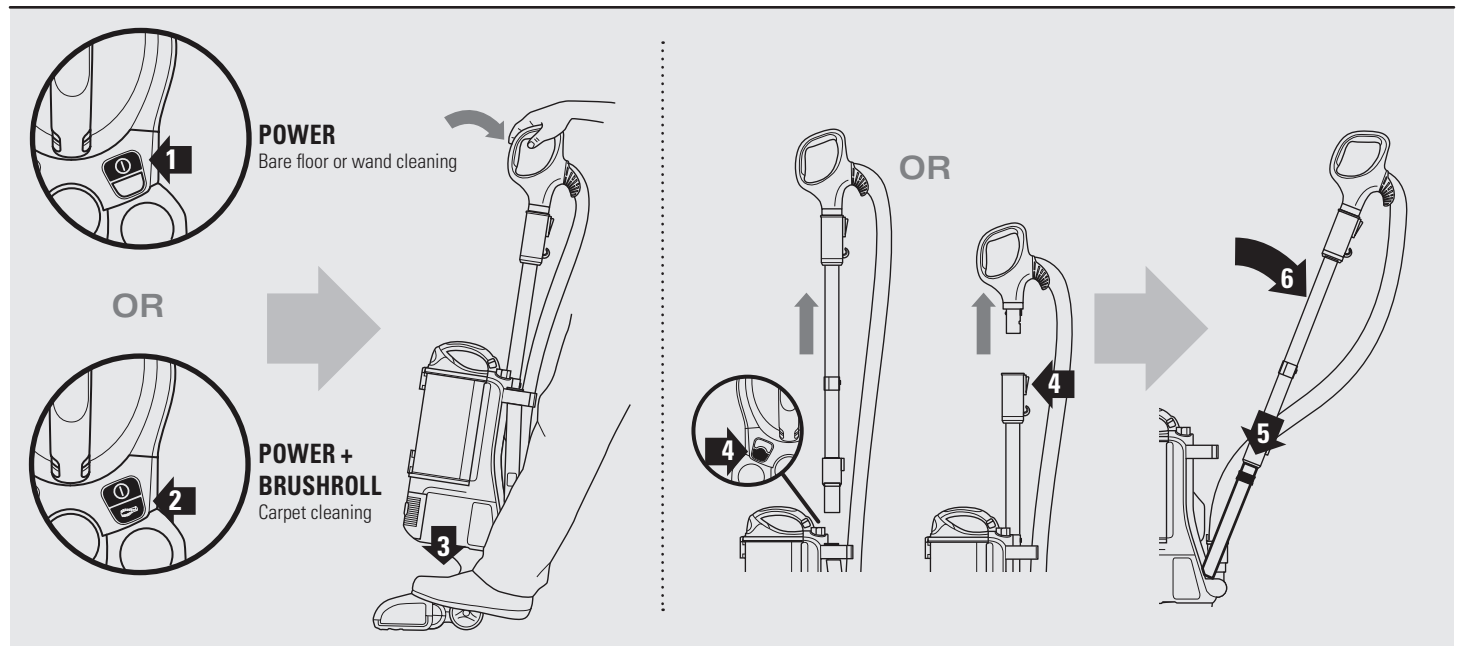


UPRIGHT CLEANING

- 1 Press POWER to clean bare floor surfaces, area rugs or areas above-floor. The brushroll will not spin in this mode.
- 2 Press POWER and BRUSHROLL to clean carpets. The brushroll indicator lights will illuminate GREEN. If there is a jam, the indicator light on Power nozzle will illuminate RED. Refer to MAINTENANCE (P11) for instructions on removing blockages.
- 3 Place your left foot gently on the Power nozzle and tilt the handle back to start cleaning. Note: The brushroll will only spin once the vacuum is reclined back.

ABOVE FLOOR CLEANING

- 4 To clean with hose, press the WAND or HANDLE release button (depending on the amount of reach required) then lift handle up.
- 5 Insert wand or handle directly into desired tool.
- 6 Pivot back to release tool from accessory clip.



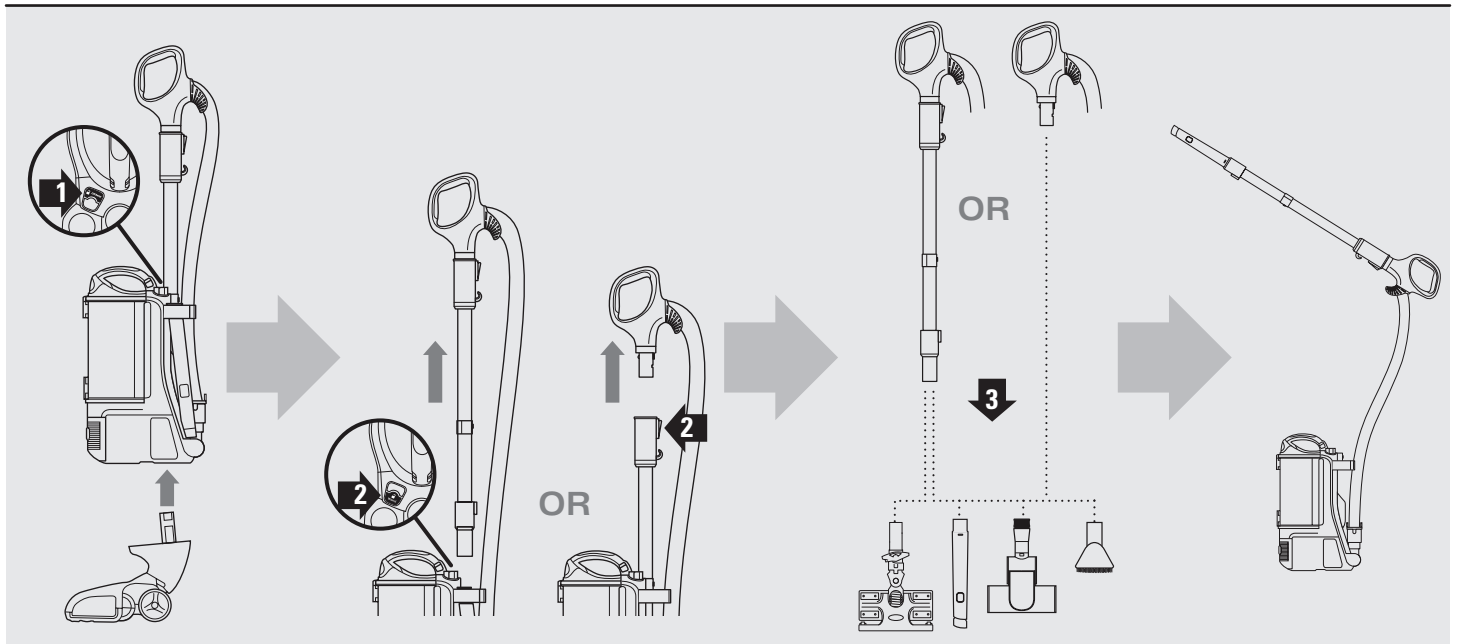
LIFT-AWAY™ CLEANING

Use for portable
cleaning on stairs
or anywhere

- 1 Press LIFT-AWAY to lift the pod off the power nozzle.
- 2 To clean with hose, press the WAND or HANDLE release button then lift handle up.
- 3 Attach desired cleaning tool to the end of the handle or wand. Should you need to increase or decrease the amount of suction, refer to Helpful Tips (P9), SUCTION RELEASE.

NOTE: Select cleaning accessories are included with this model. Additional accessories are available for purchase.

For a list of what is included with this model, refer to inside flap of box.



CYLINDER CLEANING

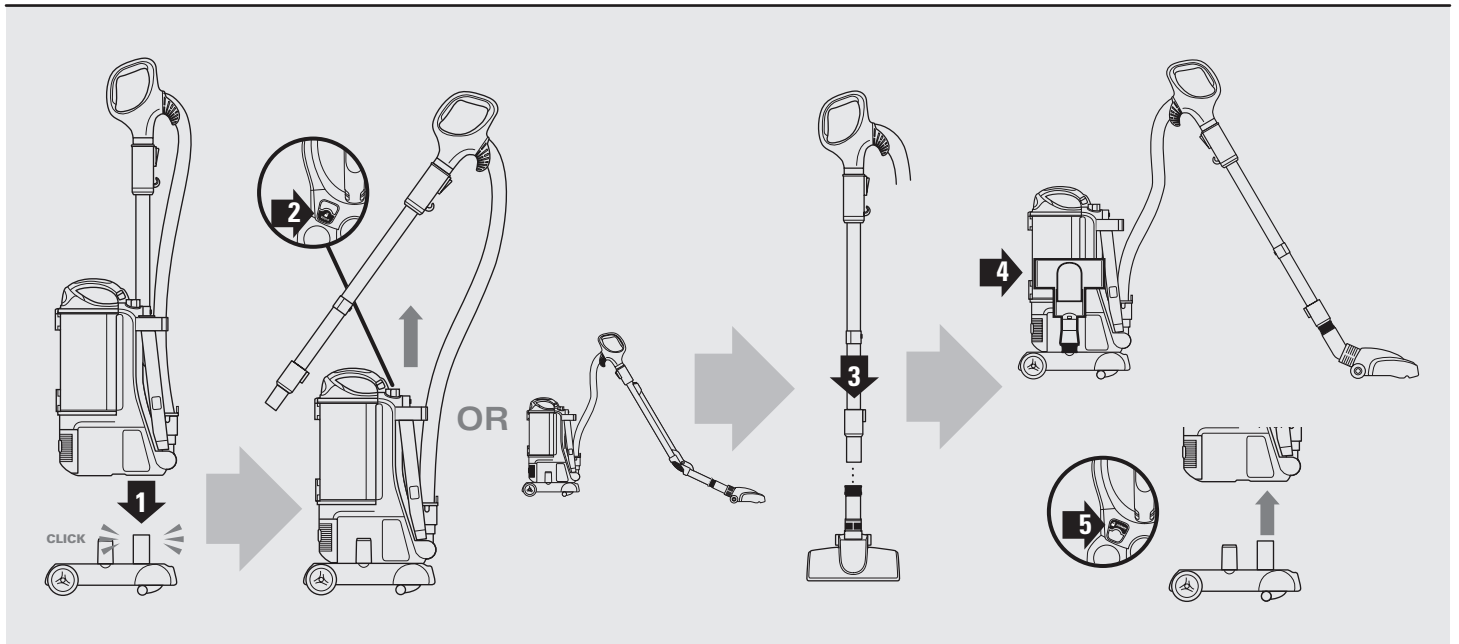
Convert your upright to a convenient cylinder

- 1 From the Lift-Away™ mode, place the pod onto the cylinder caddy.
- 2 Press WAND release button then lift handle up OR press HANDLE to release the handle only and attach the backsaver wand.
- 3 Attach straight suction floor nozzle or other accessory.
- 4 Use the posts on the caddy to store additional cleaning accessories while you clean.
- 5 To release pod from caddy, press LIFT-AWAY and continue to use with cleaning wand or replace wand and pod on Power nozzle per assembly instructions.

NOTE: Select cleaning accessories are included with this model. Additional accessories are available for purchase.

CYLINDER CADDY - 3004FC500GY

For a list of what is included with this model, refer to inside flap of box.



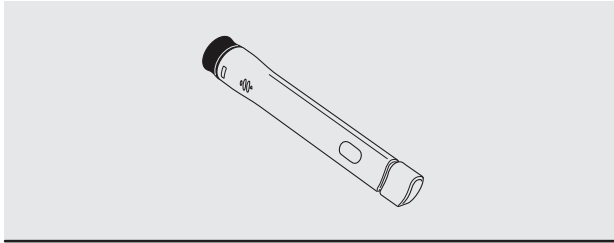
ACCESSORIES

NOTE: Select cleaning accessories are included. Others are available for purchase.

For a list of what is included with this model, refer to inside flap of box.

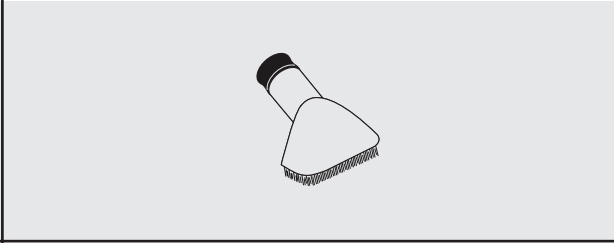
33 cm Flexi Crevice Tool 3067FL1500

Extendable with rubberized end flexes to reach tight areas.



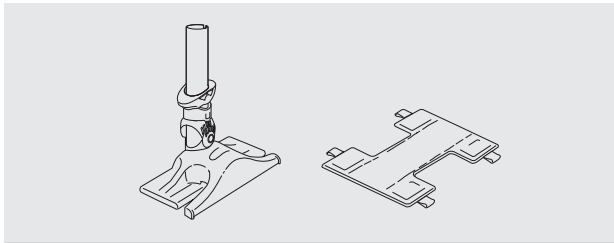
Dusting Brush 3000FC500GY

Cleans hard surfaces and upholstery.



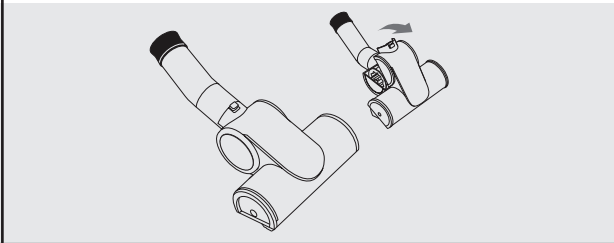
Dust-Away™ Hard Floor Attachment / 1 Dust-Away™ Pad XDST500EU

Hard floor attachment vacuums up large particles, then re-usable microfiber pads trap extra fine dirt and dust for superior bare floor clean.



Power Brush 3001FC500GY

Designed for removal of pet hair and ground in dirt from carpeted stairs and upholstery.



DUST-AWAY™ HARD FLOOR ATTACHMENT & CLEANING PADS INSTRUCTIONS

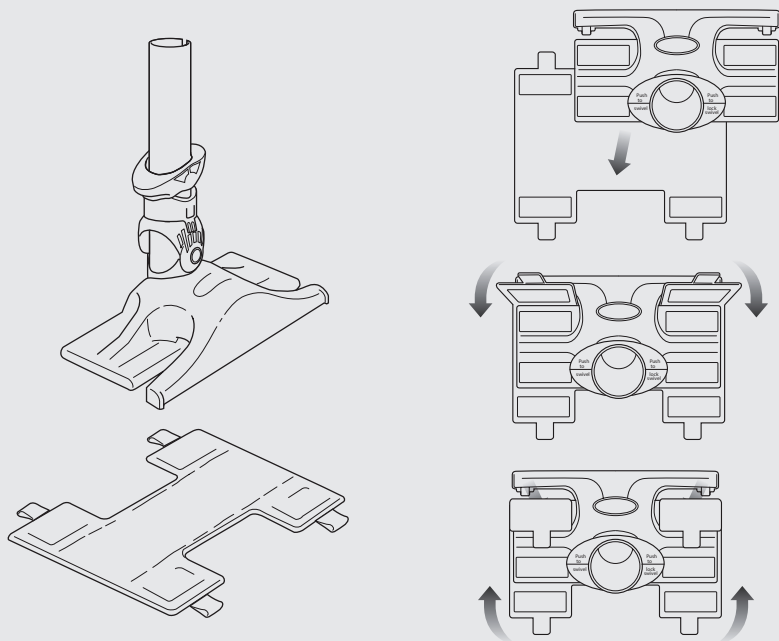
MICROFIBRE PAD

- 1 Slip two of the tabs between the suction nozzle and the duster base and attach them to the front fasteners on the base. Then pull the other two tabs tightly around to the back fasteners on the base. For best results, ensure that the pad is flat against the bottom surface and secured tightly.
- 2 Use the Dust-Away™ to clean dry bare floor surfaces. Do not use to clean damp floors or wet/sticky messes. Only use pads provided by Shark®, which are designed to work with the Dust-Away™ attachment.
- 3 Wash the pads separately with warm water either in the washing machine or by hand using liquid detergent.
Do not use bleach or fabric softeners as they may damage or leave a coating that will reduce the cleaning performance of the pads.
Tumble dry low or line dry to extend the life of the microfibre fabric.
For best floor cleaning results, we recommend replacing your microfibre pads every 3-4 months following normal use.

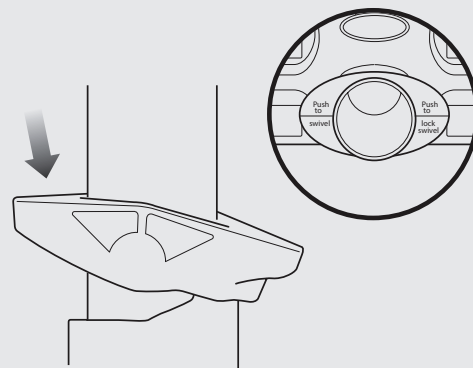
SWIVEL HEAD

- 4 The Dust-Away™ Hard Floor attachment has the option of using the swivel head. To activate the swivel head option, push down on the side of the collar that says "Push side swivel". To lock the swivel head, push down on the side of the collar that says "Push side lock swivel".

MICROFIBRE PAD



SWIVEL HEAD



HELPFUL TIPS

SUCTION CONTROL

- 1 This unit is equipped with a suction control collar to help with push and pull on high pile carpets, area rugs and to release suction when dusting delicate objects or drapery. Located at base of top handle, rotate the collar 90° to minimize suction. Be sure to close again for maximum suction.

POWER BUTTONS

- 2 The POWER button turns on suction only. This is ideal for use on bare floors, delicate area rugs and for use with accessories.
- 3 The BRUSHROLL button spins the floor brush, ideal for use on carpeted surfaces. Note: The floor brush will only spin once the vacuum is reclined back.

CORD HOOKS

- 4 For quick cord access, rotate upper hook 180° and remove cord. Rotate it back for cord storage.

HEADLIGHTS

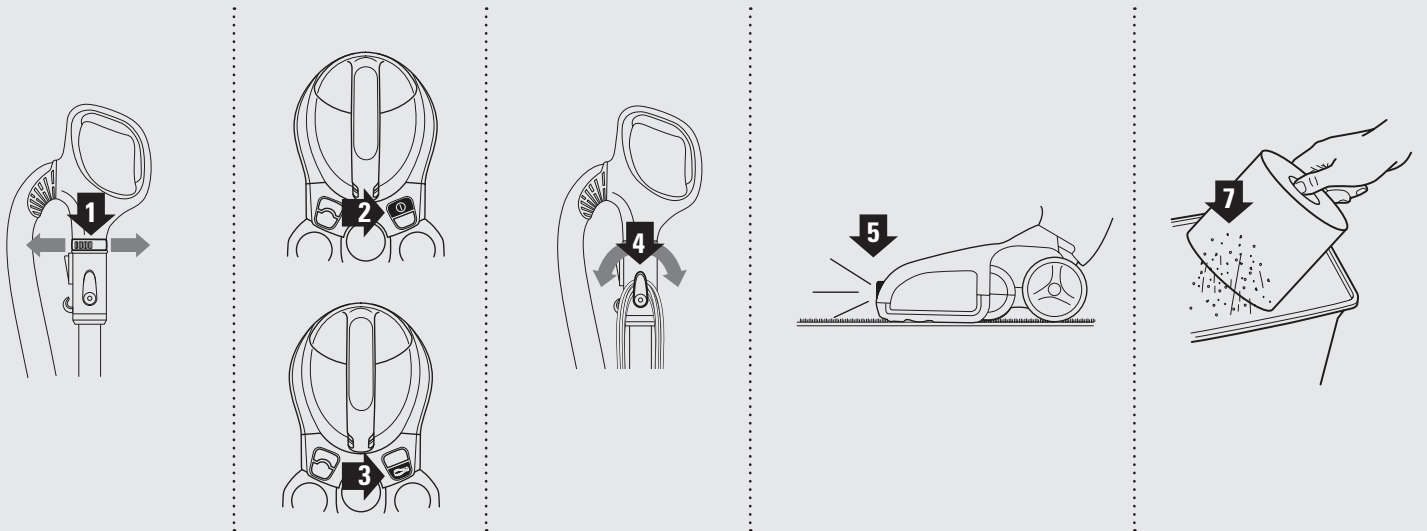
- 5 Designed to illuminate debris in dark areas, the headlights illuminate any time the power is on. The headlights are long-lasting and designed to last the life of the vacuum.

HEIGHT ADJUSTMENT

- 6 This Power nozzle has been optimized to work on all types of carpets as well as bare floors so there is never any need to adjust heights for different surfaces.

FILTERS

- 7 Remember to clean your filters regularly under normal use. Also, for optimal performance, tap clean filters between washes as needed.



MAINTENANCE

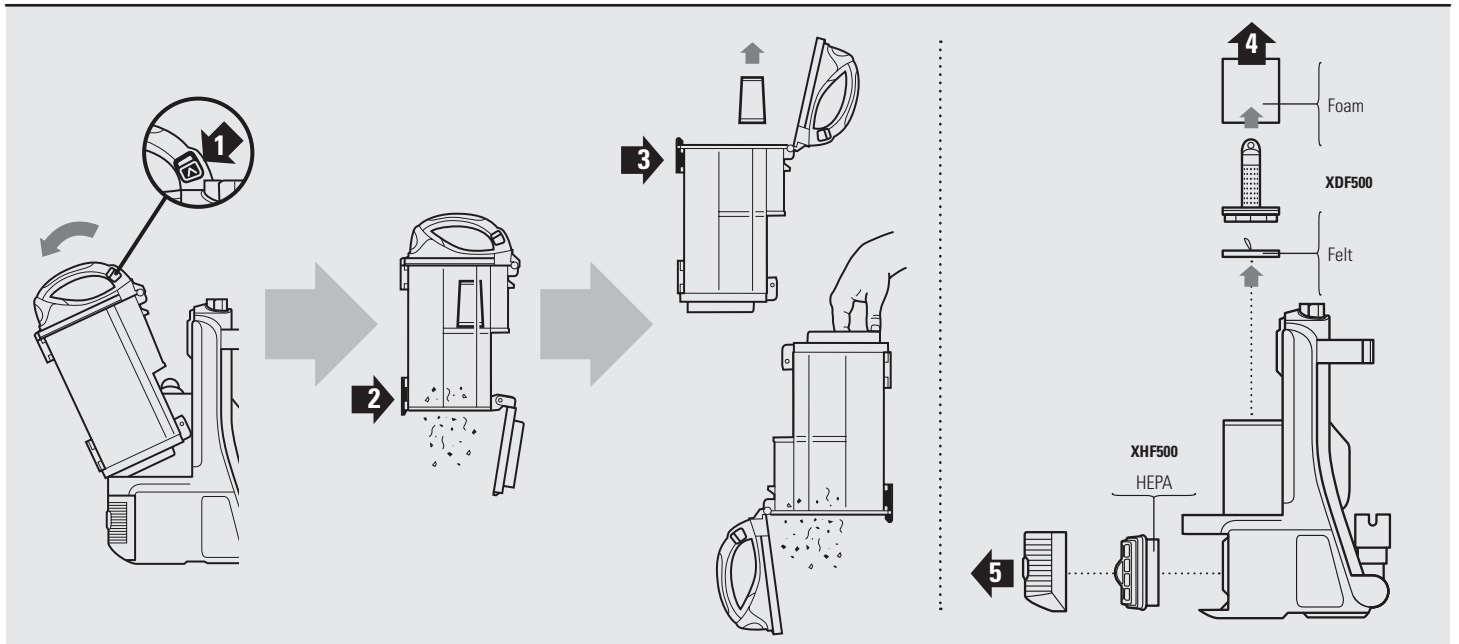
EMPTY THE DUST CUP

- 1 Pull up on the dust cup release latch and lift the dustcup off the pod.
- 2 Holding the dust cup over a refuse bag or bin, press the bottom empty release latch.
- 3 Press the top dust cup release latch to access the dust screen and remove built-up debris as required. With the dust screen removed, turn the dust cup over and empty the upper chamber by holding it by the recessed handle underneath the dust cup.

CLEAN THE FILTERS

See cleaning schedule on page 2

- 4 With the dust cup removed, remove and rinse the foam and felt filters every 3 months. Let air dry completely before replacing.
- 5 Once a year open the filter grill and remove and rinse the HEPA filter. Let air dry completely before replacing. Hand wash only.



MAINTENANCE

CHECK FOR BLOCKAGES

REMOVE AND INSPECT:

1 HOSE AND TUBES

Remove Power nozzle, dustcup and hose and shine a torch in all the intake openings to check for possible blockage.

2 BOTTOM OF POWER NOZZLE

CAUTION: Nozzle contains live parts.

a Using a coin, turn the locking screws to the unlock position and pull up to expose the airway. Remove any obstructions, close and relock.

b Remove any string, carpet fibers or hair that may be wrapped around the brushroll.

3 HOSE CUFF AT BASE OF POD

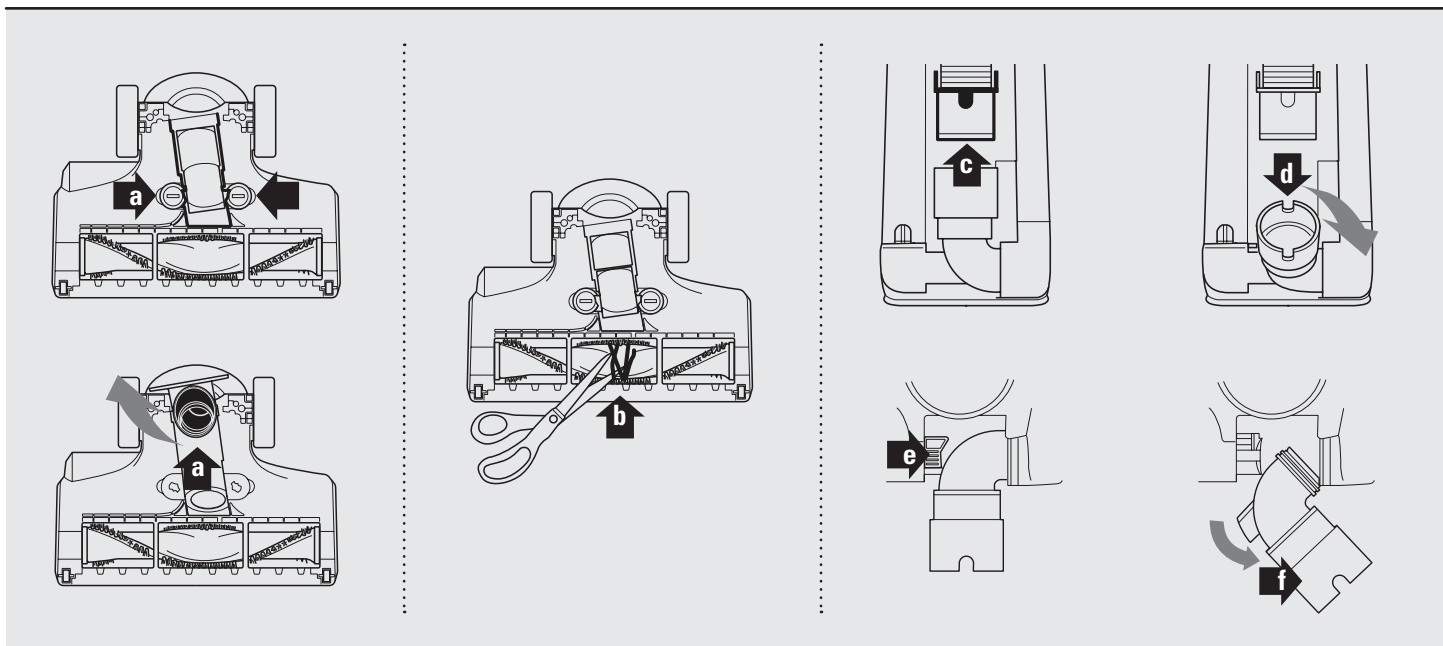
c Squeeze tabs and remove hose.

d Tilt elbow down 90°.

e Press elbow release latch.

f Remove elbow and check for blockages.

g Replace elbow by inserting gasket end back into the opening and clip back into the latch.



TROUBLE- SHOOTING GUIDE

Vacuum is not picking up dirt. No suction or light suction

- Check filters to see if they need cleaning. Follow instructions for rinsing and drying the filters before re-inserting back into the vacuum.
- Dust cup may be full; empty dust cup.
- Check hose, hose connections, nozzles and accessories for blockages; clear blockages if required.
- Close the suction release on the handle to increase suction power.

Vacuum lifts area rugs

- Suction is powerful. Take care when vacuuming area rugs or rugs with delicately sewn edges. Open the suction release on the handle to decrease suction power.
- Turn off the unit to disengage the brush roll and restart with the POWER button for suction only cleaning.

Brush roll does not spin

- Pull the handle toward you and release the Power nozzle to disengage the auto-off feature.
- Turn the unit on by pressing the BRUSHROLL button.
- Immediately turn off and unplug vacuum, disconnect the Power nozzle and remove blockage before reconnecting and turning vacuum back on.

Vacuum turns off on its own

- This vacuum cleaner is equipped with a motor protective thermostat. If for some reason your vacuum overheats, the thermostat will automatically turn the unit off. Should this occur, perform the following steps to restart the motor thermostat:
 1. Turn the unit off.
 2. Unplug the vacuum.
 3. Empty the dust cup and clean filters.
 4. Check for blockages in hose, accessories and inlet openings.
 5. Allow the unit to cool for a minimum of 45 minutes.
 6. Plug in the vacuum.
 7. Restart the unit on using either the POWER or BRUSHROLL buttons.

NOTES

WARRANTY TERMS AND CONDITIONS

These conditions set out the conditions and scope of our guarantee. They do not affect the agreement between you and your retailer, your statutory rights or any other obligations of your retailer.

IMPORTANT: Please keep your receipt at all times. It will be used for verification purposes if you need to use your extended guarantee, and your guarantee may be invalidated if you cannot produce your receipt.

Term of the free Shark guarantee

We understand that your new Shark machine needs to operate properly for as long as possible. The following guarantees reflect our confidence in the quality of your product and its manufacturing:

- One year unconditional guarantee of all Shark machines against all defects of workmanship and materials
- An additional extended 4 years guarantee for all Shark Vacuum cleaners.
- A free parts and labour guarantee for every Shark machine. You can find online support at www.sharkclean.eu/uk, or you can contact our customer service helpline and speak to a Shark representative directly. Our helpline is open Monday to Friday from 9.00am to 6.00pm and is free to call.

Both the one year and the extended 4 years guarantees cover your machine from the date of purchase as stated on your receipt or delivery note.

Shark understands that in some circumstances, you may want to repair your Shark machine after the relevant guarantee has elapsed. In such circumstances, please contact our free phone customer service help line on 0800 862 0453 and enquire about our out-of-warranty program.

Scope of the free Shark guarantee

In addition to your legal rights as a consumer, the free Shark guarantee covers repair or replacement of your Shark machine (at Shark's discretion), including all parts and labour.

The free Shark guarantee does not cover the following:

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

Extending your Shark guarantee

To benefit from the extended Shark guarantee, within 28 days of making your purchase you must register your guarantee online at www.sharkclean.eu/uk/register-guarantee. To register your guarantee, you will need your serial number (which can be found on the machine rating label) and the date you purchase the machine (as stated on your receipt or delivery note). When you submit your details online, we will confirm that we have received them instantly.

Once you have registered your guarantee, we may contact you using the details you have provided if needed. You can also opt to receive tips and advice on how to get the best out of your Shark machine and updates about our new Shark products and technology.

Genuine Shark parts and accessories

The same engineers who developed your Shark machine have developed our range of Shark spares and accessories.

The guarantee is invalidated if you use spare parts that are not Euro-Pro spare parts or are not approved by Euro-Pro.

For all Shark machines our full range of Shark spares and replacement parts can be found at www.sharkclean.eu/uk/parts, and our full range of Shark accessories can be found at www.sharkclean.eu/uk/accessories.

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