

Shark

Cordless PowerPro™ Vacuum

IZ370ANZ Series

IZ380ANZ Series

OWNER'S GUIDE



IMPORTANT SAFETY INSTRUCTIONS

FOR HOUSEHOLD USE ONLY • WHEN USING AN ELECTRICAL APPLIANCE, BASIC PRECAUTIONS SHOULD ALWAYS BE FOLLOWED, INCLUDING THE FOLLOWING. PLEASE READ ALL INSTRUCTIONS BEFORE USING THIS VACUUM.

If the charging cord plug does not fit fully into the outlet, reverse the plug. If it still does not fit, contact a qualified electrician. DO NOT force into outlet or try to modify to fit.

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

WARNING

To reduce the risk of fire, electric shock, injury, or property damage:

THE FLOOR NOZZLE, WAND, AND HANDHELD VACUUM CONTAIN ELECTRICAL CONNECTIONS:

1. 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.
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. Keep the appliance and its cord out of reach of children. Do not allow the appliance to be used by 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 shall not be made by children.
9. Always turn off the vacuum before connecting or disconnecting any current carrying hoses, motorised nozzles, chargers, batteries, or other electrical or mechanical parts.
10. **DO NOT** handle plug or vacuum with wet hands.
11. **DO NOT** use without dust cup, filters, and brushroll in place.
12. Only use Shark® branded filters and accessories.
13. **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.
14. **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.
15. Keep nozzle and all vacuum openings away from hair, face, fingers, uncovered feet, or loose clothing.
16. **DO NOT** use if vacuum is not working as it should, or has been dropped, damaged, left outdoors, or dropped into water.
17. Use extra care when cleaning on stairs.
18. **DO NOT** leave the vacuum unattended while powered on.
19. When powered on, keep the vacuum moving over the carpet surface at all times to avoid damaging the carpet fibers.
20. **DO NOT** place vacuum on unstable surfaces such as chairs or tables.
21. **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, gasoline, or kerosene)
 - g) Toxic materials (chlorine bleach, ammonia, or drain cleaner)

- 22. 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, gasoline, kerosene, paint, paint thinners, mothproofing substances, or flammable dust)
- 23.** Turn off the vacuum before plugging in or unplugging the charger.
- 24.** Turn off the vacuum before any adjustment, cleaning, maintenance or troubleshooting.
- 25.** During cleaning or routine maintenance, **DO NOT** cut anything other than hair, fibers, or string wrapped around the brushroll.
- 26.** Allow all filters to air-dry completely before replacing in the vacuum to prevent liquid from being drawn into electric parts.
- 27. 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 behaviour resulting in fire, explosion, or risk of injury.
- 28.** Turn off all controls before unplugging.
- 29.** Always turn off this appliance before connecting or disconnecting motorised nozzle or hand tool.
- BATTERY PACK**
- 30.** The battery is the power source for the vacuum. Carefully read and follow all charging instructions.
- 31.** 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.
- 32.** Use only Shark® charger DONGSONG or YINLI Charger: DK25A-248080H-S or YLS0251A-A248080. 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.
- 33.** 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.
- 34.** 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.
- 35.** Battery should not be stored at temperatures below 3°C or above 40°C to maintain long-term battery life.
- 36. DO NOT** charge battery at temperatures below 5°C or above 40°C. Charging improperly or at temperatures outside of the specified range may damage the battery and increase the risk of fire.
- 37.** Store the appliance indoors. **DO NOT** use or store it below 3°C. Ensure the appliance is at room temperature before operating.
- 38. DO NOT** expose the battery to fire or temperatures above 130°C as it may cause explosion.
- 39.** For IZ370HANZ Series and IZ380HANZ Series: 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.
- 40.** Use appliances only with specifically designated battery packs. Use of any other battery packs may create a risk of injury and fire. Use only with Shark Battery Pack XSBT600EU

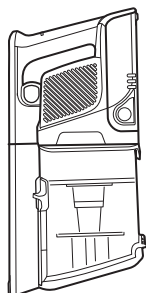
SAVE THESE INSTRUCTIONS

ASSEMBLY

1. Insert **Wand** into **Floor Nozzle**.
2. Insert **Handheld Vacuum** into wand.

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

**Handheld Vacuum
with removable battery**



2.



**Standard Wand with
Handheld Vacuum
Storage Clip**



OR

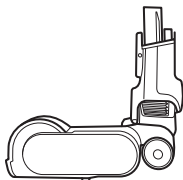
**MultiFLEX®
Wand**



1.



Floor Nozzle



NOTE: Your vacuum's model and serial numbers can be found on the QR code label on the bottom of the back of the handheld vacuum.

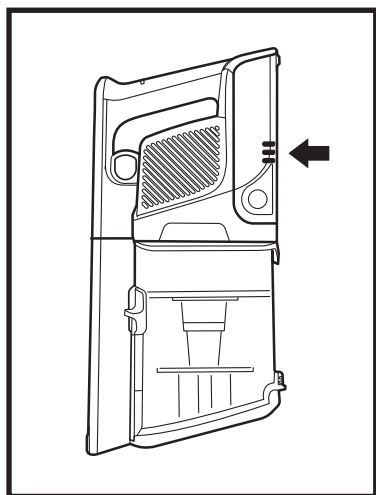
LI-ION BATTERY

Prior to first use, charge completely. A full charge takes approximately 3 hours.

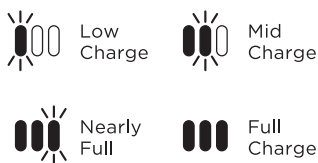
RUNTIMES PER FULLY CHARGED BATTERY

Visit sharkclean.com.au | sharkclean.co.nz online or review the included Quick Start Guide.

LED BATTERY POWER AND CHARGING INDICATORS

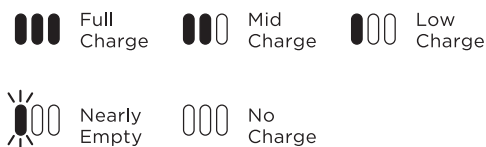


Charging



NOTE: Full charge takes approximately 3 hours.

In Use

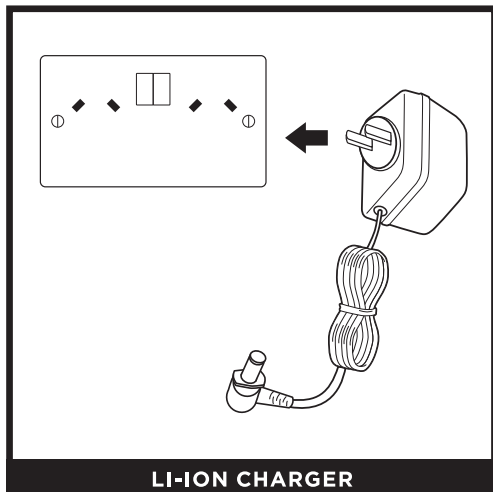


RECYCLING THE LI-ION BATTERY

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 trash 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.

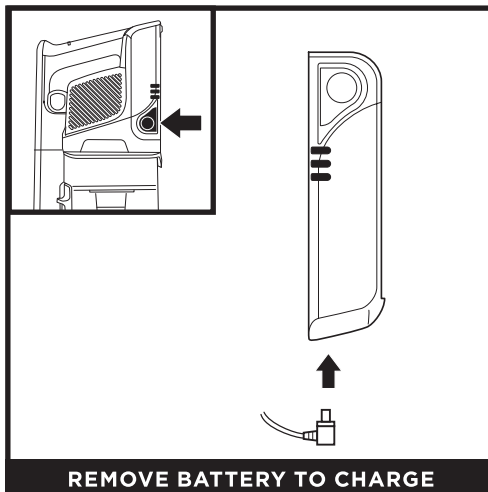
NOTE: The Shark battery, like all lithium-ion batteries, will naturally decrease in capacity over time from the 100% capacity of a new battery.

CHARGING THE BATTERY



LI-ION CHARGER

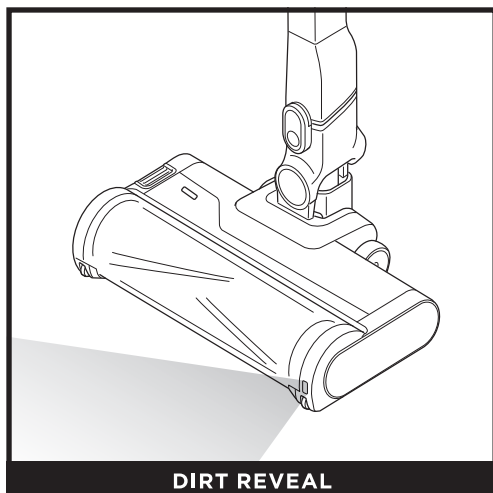
Plug the **Li-Ion Charger** into a wall outlet.



REMOVE BATTERY TO CHARGE

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.

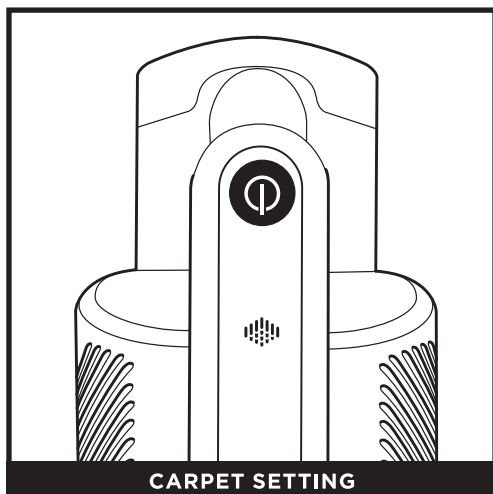
DIRT REVEAL (IZ380HANZ & IZ381HANZ ONLY)



DIRT REVEAL

On hard floors **ONLY**, the Dirt Reveal light illuminates the cleaning path so you can more easily spot dirt and debris.

CLEANING MODES



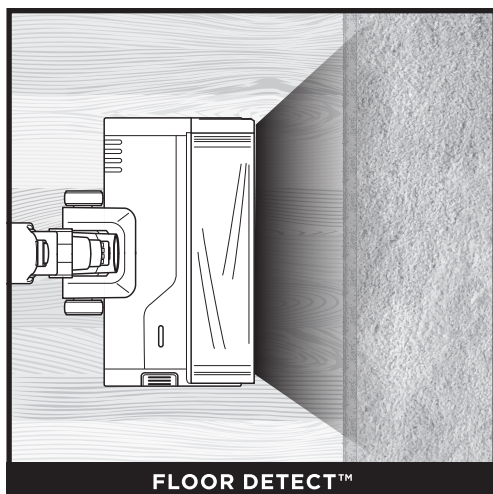
Carpet

The Carpet icon will automatically illuminate when you clean carpets.

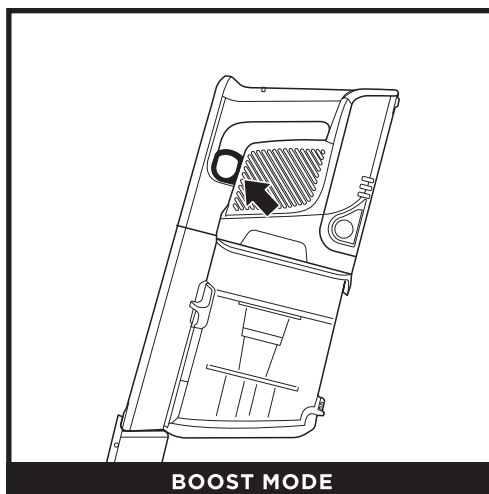


Bare Floor/Small Area Rugs

The Bare Floor icon will automatically illuminate when you are cleaning bare floors or area rugs.



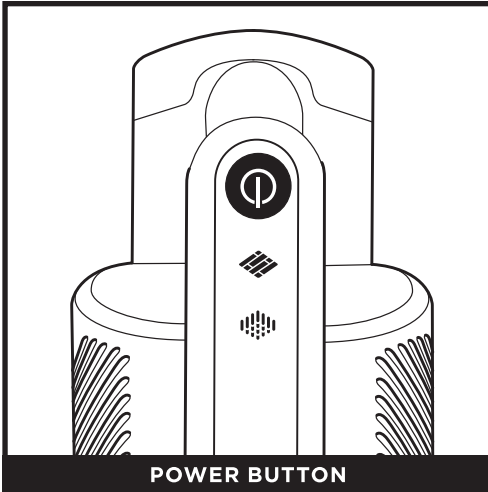
Brushroll and vacuum respond to surface changes and automatically adjust to optimize your clean.



For an added boost in power, pull the **Trigger** on the handheld vacuum. Release it to return to standard power.

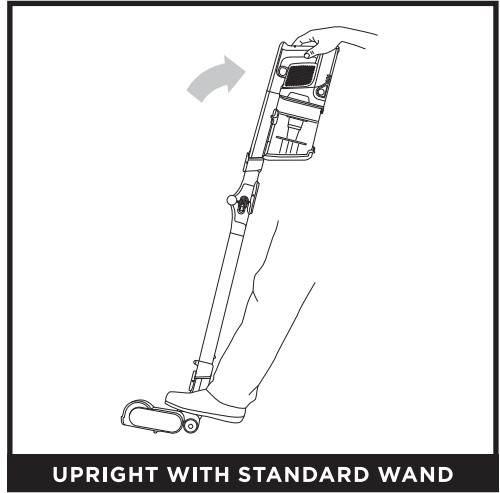
NOTE: For deep cleaning per ASTM F 608 (embedded dirt in carpets) please use setting II, Carpet. The Carpet setting should also be used when cleaning stuck-on dust and debris.

VACUUM USAGE



POWER BUTTON

Press button to turn power on or off.

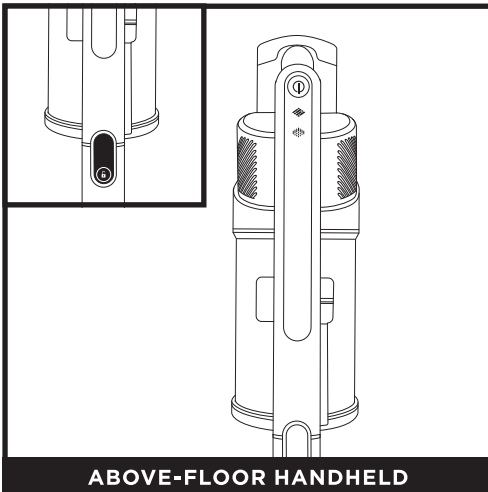


UPRIGHT WITH STANDARD WAND

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

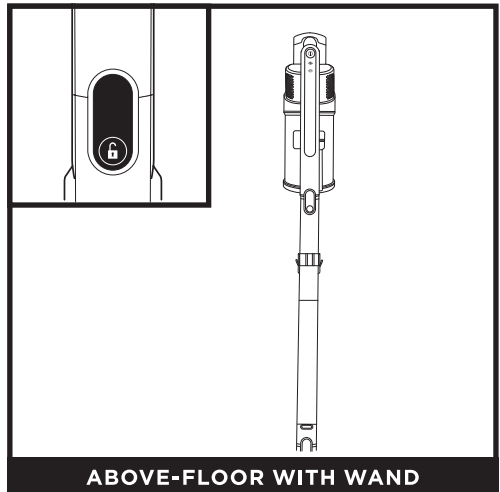
NOTE: Brushroll will only engage when the handheld vacuum and wand are tilted back.

ABOVE FLOOR CLEANING



ABOVE-FLOOR HANDHELD

Press the wand release button and lift the handheld vacuum off the wand. Attach an accessory for great cleaning on stairs, furniture, and other above-floor areas.



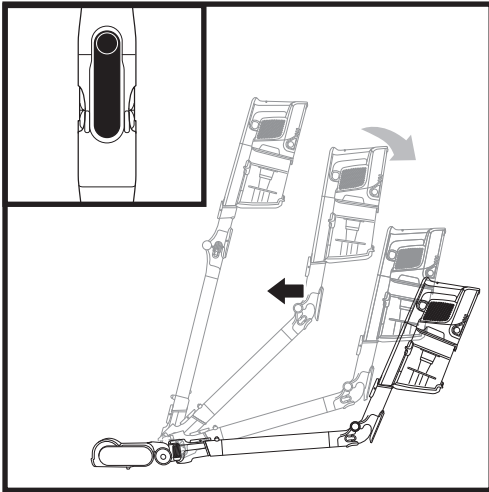
ABOVE-FLOOR WITH WAND

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 skirting board, ceiling fans, window sills, and other hard-to-access areas.

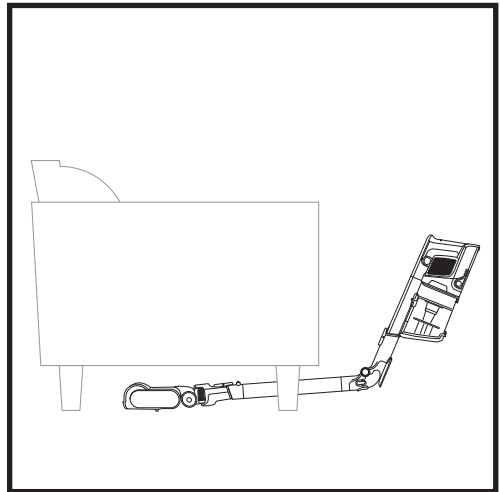
NOTE: All accessories are compatible with both the wand and the handheld vacuum.

USING THE MULTIFLEX® WAND

MULTIFLEX REACH (IZ380HANZ SERIES ONLY)

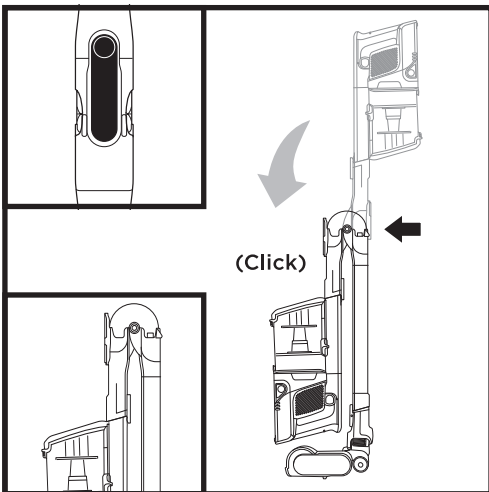


Press the **MultiFLEX Wand Unlock Latch** on the back of the wand, then adjust the angle.

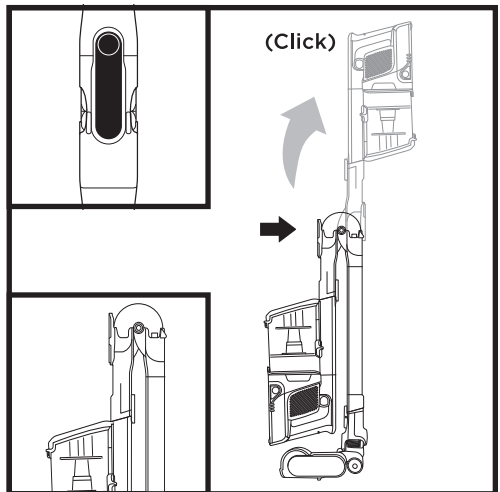


Adjust the wand to a lower angle to easily clean under furniture.

MULTIFLEX STORAGE (IZ380HANZ SERIES ONLY)



To put the vacuum into storage mode, press the Multi-Flex Wand unlock button while folding the handheld vacuum forward until it is resting against the wand.

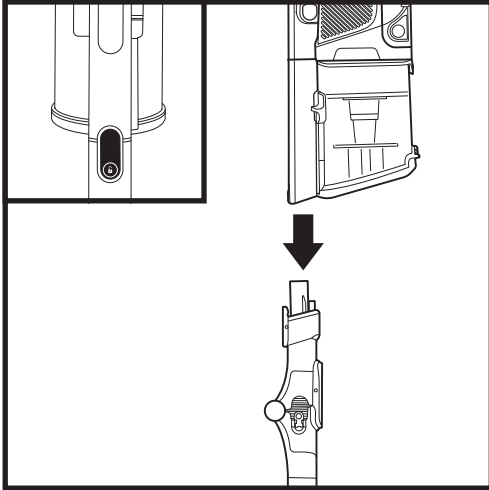


To release vacuum from storage mode, unfold the vacuum until the wand straightens and clicks securely back in place.

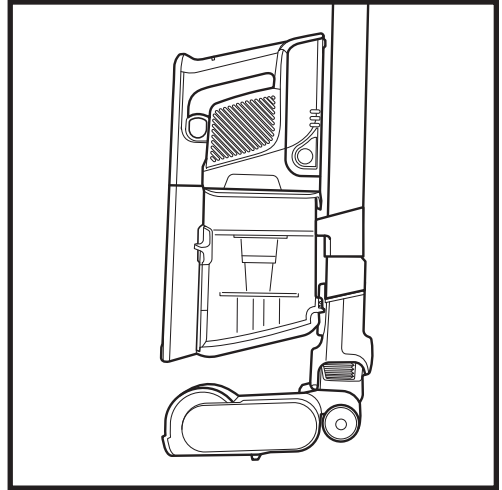
NOTE: When using the wand, keep fingers away from the folding mechanism.

STORAGE

ONBOARD STORAGE (IZ370HANZ SERIES ONLY)



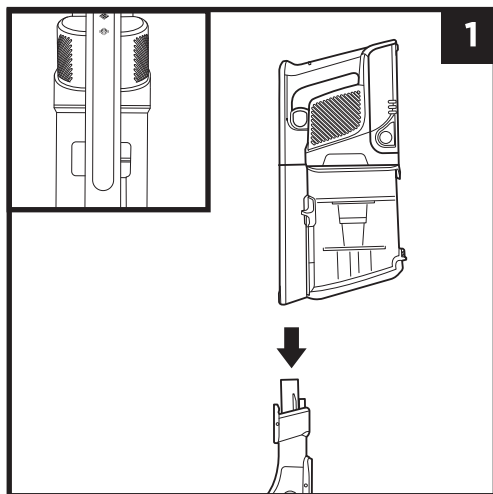
Press the wand release button at the top of the wand to detach the handheld vacuum.



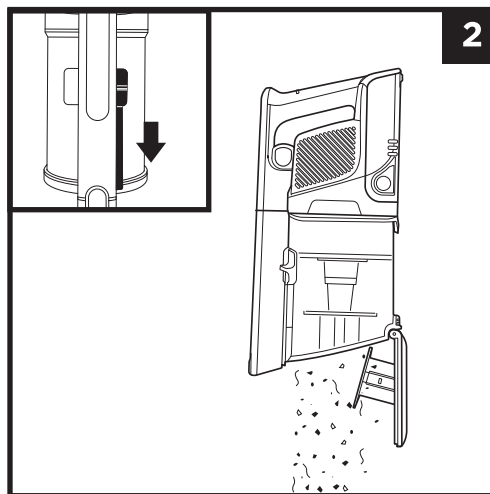
Hang the handheld vacuum from the storage hook on the wand.

MAINTAINING YOUR VACUUM

EMPTYING THE DUST CUP

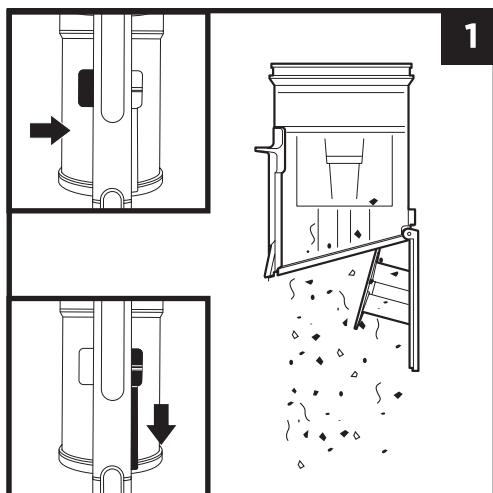


Press the wand release button to disconnect the handheld vacuum from the wand.



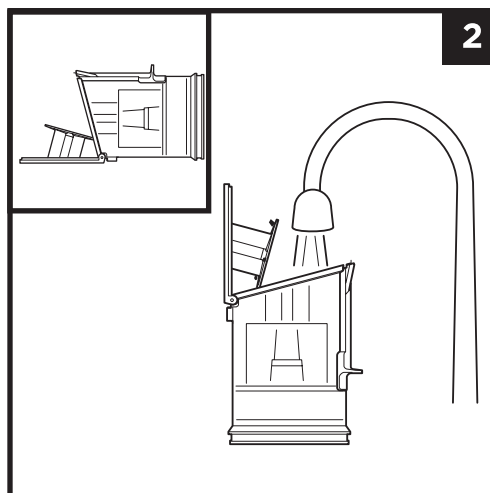
To empty the **Dust Cup** while it is attached to the handheld vacuum, position the dust cup over a trash receptacle and slide the **CleanTouch® Lid Release** slider forward.

REMOVING AND CLEANING THE DUST CUP



To remove the dust cup from the handheld vacuum, press the **Dust Cup Release** button near the handheld vacuum nozzle. Tilt the dust cup and lift off to remove.

To empty dust and debris, hold the dust cup over the trash, then slide the **Lid Release** slider forward.



To clean the interior of the dust cup, rinse it with water. Place it on its side to air-dry for at least 24 hours before reinstalling.

MAINTAINING YOUR VACUUM

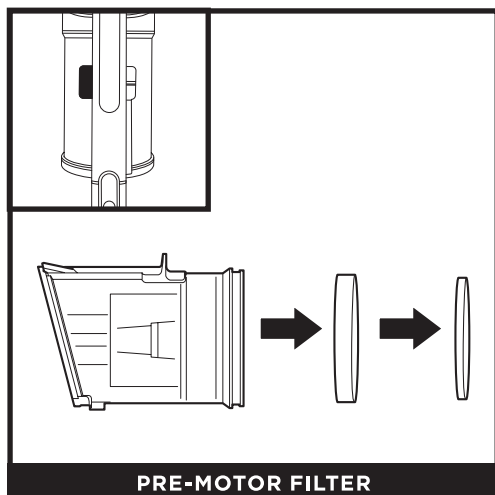
CLEANING THE FILTERS

Regularly rinse and replace the filters to maintain your vacuum's suction power.

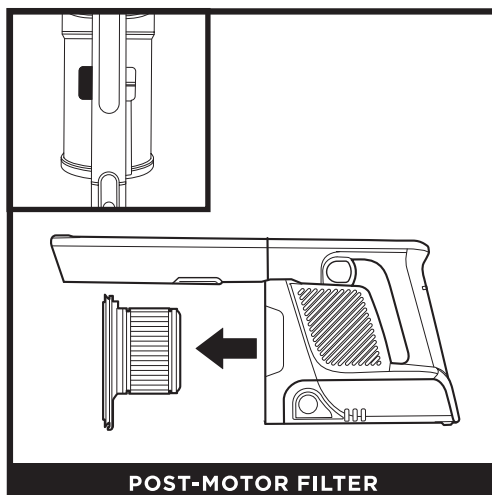
To clean filters, rinse them with water only. Allow all filters to air-dry completely for at least 24 hours before reinstalling to prevent liquid from being drawn into electric parts.

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.

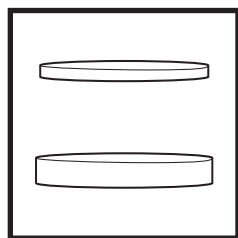
IMPORTANT: DO NOT use soap when cleaning the filters. Use water only.



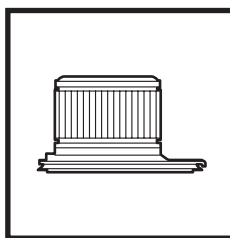
Press the dust cup release button and remove the dust cup. Pull the foam and felt filters out of the back of the dust cup.



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



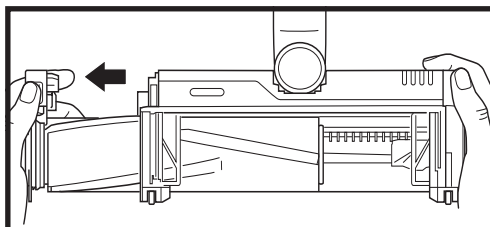
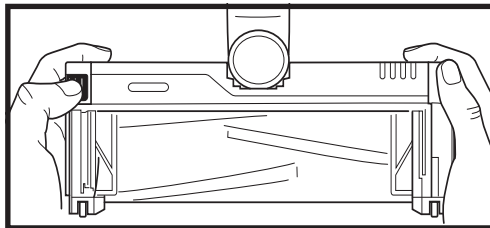
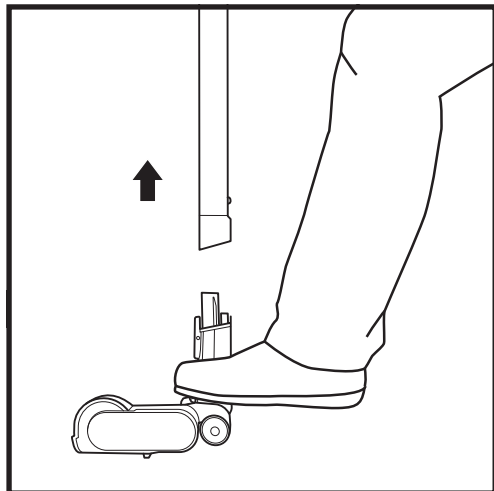
Pre-Motor Foam and Felt Filter Kit



Post-Motor HEPA Filter

MAINTAINING YOUR VACUUM

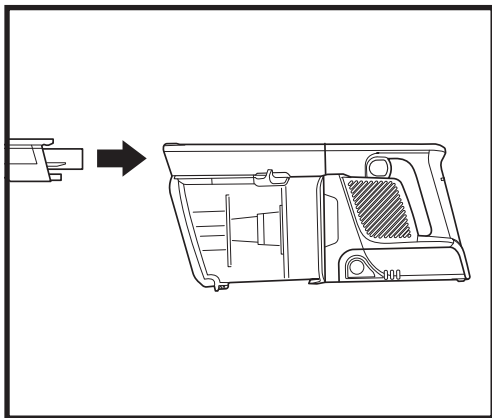
NOZZLE MAINTENANCE



1. Turn off the vacuum.
2. Press the nozzle release button to detach the nozzle from the wand.
3. Press the brushroll release button and slide the brushroll out of the nozzle.
4. Clear any blockages and remove any debris from the brushroll and floor nozzle.
5. Tap off loose debris and wipe the brushroll clean with a dry towel. Hand-wash the brushroll if needed, using only water, and then let it air-dry completely for at least 24 hours.
6. When the brushroll is dry, reinstall it by inserting it into the nozzle until it clicks.

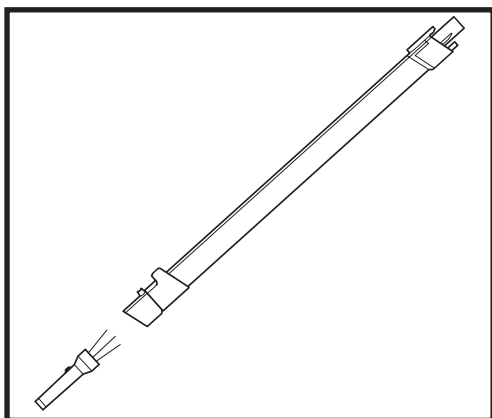
MAINTAINING YOUR VACUUM

CHECKING FOR BLOCKAGES



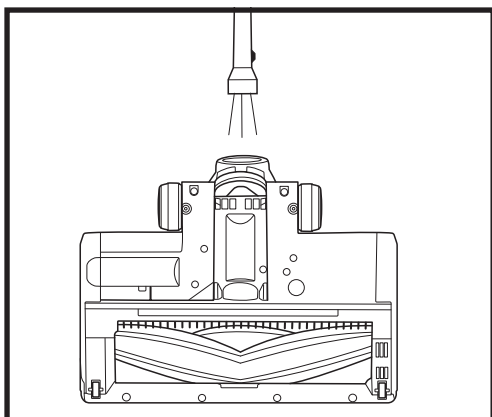
Checking for Blockages in the Handheld Vacuum:

1. Turn off vacuum.
2. Remove the handheld vacuum from the wand.
3. Check all intake openings to the dust cup and remove any debris or blockage.



Checking for Blockages in the Wand:

1. Turn off vacuum.
2. Remove the handheld vacuum and floor nozzle.
3. Clear away any debris and blockages inside the wand.



Checking for Blockages in the Floor Nozzle:

1. Turn off vacuum.
2. Detach the wand from the floor nozzle.
3. Press the brushroll release button and slide the brushroll out of the nozzle.
4. Clear any blockages and release any debris from the brushroll and floor nozzle.
5. Slide the brushroll back into the nozzle until it clicks into place.

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. Nozzle headlights are blinking and nozzle light is red. (Refer to Checking for Blockages section for more information.)

- Dust cup may be full; empty dust cup.
- Check floor nozzle for blockages; clear blockages if required.
- Remove any string, carpet fibers, or hair that may be wrapped around the brushroll.
- Check connection between handheld vacuum and wand for blockages; clear blockages if required.
- Check clog access in wand for any blockages and clear any debris.
- Check filters to see if they need cleaning. Follow instructions for rinsing and completely air-drying the filters before reinserting in the vacuum.

Vacuum lifts area rugs.

- Make sure you are not engaging Boost mode. Take care when vacuuming area rugs or rugs with delicately sewn edges.
- Turn off the unit to disengage the brushroll and restart with the power button.

Brushroll does 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 brushroll to engage while in use.
- 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.

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, plug in while the vacuum is powered off.

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. Restart with the power button.

NOTE: If vacuum still does not operate properly, contact Customer Service at AU +61 2 8801 7666 | NZ +64 800 112 660.

Battery Indicator Lights on handheld vacuum are flashing.

- Bottom LED light is flashing (Fig. A): Battery needs to be charged.
- Top and bottom LED lights are flashing (Fig. B): Battery temperature is not optimal, so charging is temporarily paused. Leave battery plugged in and charging will resume soon.
- If top 2 or bottom 2 LED lights are flashing (Fig. C, Fig. D), call Customer Service at AU +61 2 8801 7666 | NZ +64 800 112 660.



Fig. A



Fig. B



Fig. C



Fig. D

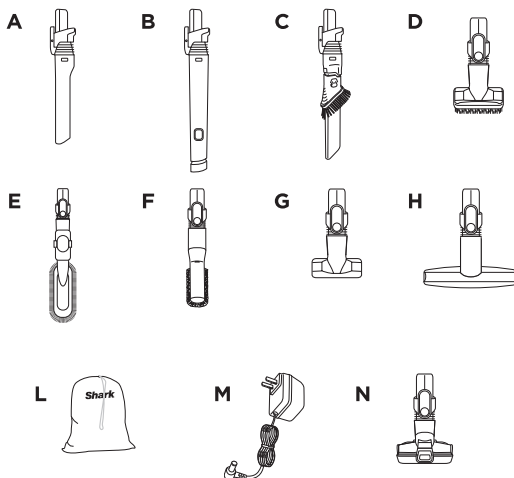
TROUBLESHOOTING GUIDE

	Problem	Error Code
Motor	Motor Won't Start	Boost icon is flashing white on hand vacuum display.
	Motor Overheat	Boost icon and Carpet icon are both flashing white on hand vacuum display.
	Motor Overcurrent	Boost icon and Bare Floor icon are both flashing white on hand vacuum display.
	Motor Short	Carpet and Bare Floor icons are flashing white on hand vacuum display.
	Motor Overspeed	The hand vacuum display alternates between the Boost icon flashing white and Carpet icon flashing white.
	System Comm Error	The hand vacuum display alternates between the Bare Floor icon flashing white and Carpet icon flashing white.
Nozzle	Nozzle Overheat	The Carpet icon flashes white on hand vacuum display.
	Nozzle Short	The Bare Floor icon flashes white on hand vacuum display.

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

- A** Crevice Tool
- B** Flexible 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** Pet Multi-Tool
- J** Deep-Cleaning Motorised Pet Tool
- K** MultiFLEX® Under-Appliance Wand
- L** Accessory Bag
- M** Li-Ion Charger
- N** Fur Fins Tool



NOTE: Not all accessories come with all units. For a list of the accessories included with this model, see the enclosed Quick Start Guide. To order additional accessories, visit [AU sharkclean.com.au](http://AU.sharkclean.com.au) | [NZ sharkclean.co.nz](http://NZ.sharkclean.co.nz)



TWO (2) YEAR LIMITED REPLACEMENT WARRANTY

For guarantee claims, you will need to submit a proof of purchase in the form of a valid receipt that displays date and place of purchase. This warranty does not replace but is in addition to your statutory rights.

If your product becomes defective due to faulty material or workmanship within a period of 2 years from the date of purchase, we warrant to do the following:

For New Zealand Consumers:

We will replace the 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 Australian Consumers:

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

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

What is not covered?

- 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.

REGISTER YOUR PURCHASE



sharkclean.com.au
sharkclean.co.nz

RECORD THIS INFORMATION

Model Number: _____

Date Code: _____

Date of Purchase: _____
(Keep receipt)

Store of Purchase: _____

TECHNICAL SPECIFICATIONS

Voltage: 21.6V 

Watts: 181W

Benefits of registering your product and creating an account:

- Get easier, faster product support and access to warranty information
- Access troubleshooting and product care instructions

Be among the first to know about exclusive product promotions

TIP: You can find the model and serial numbers on the QR code label on the bottom of the back of the hand vacuum and battery.

NOTES

BATTERY REMOVAL AND DISPOSAL

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 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 trash or in a municipal solid waste stream. Return spent battery to an authorised recycling centre or to retailer for recycling. Contact your local recycling centre for information on where to drop off the spent battery.

PLEASE READ CAREFULLY AND KEEP FOR FUTURE REFERENCE.

This Owner's Guide is designed to help you get a complete understanding of your new Shark® Cordless PowerPro™ Vacuum.

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

This product may be covered by one or more U.S. patents. See sharkninja.com/patents for more information.

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