

# ***Shark* APEX®**

## **UpLight™ Corded Lift-Away® Vacuum**

**QU603Q Series**

### **OWNER'S GUIDE**

---



**duo** clean®

# IMPORTANT SAFETY INSTRUCTIONS

PLEASE READ CAREFULLY BEFORE USE • HOUSEHOLD USE ONLY

To reduce the risk of electric shock, this vacuum cleaner has a polarized plug (one blade is wider than the other). As a safety feature, this plug will fit into a polarized outlet only one way. If the 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.

## ⚠ WARNING

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

### GENERAL WARNINGS

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

1. Your vacuum cleaner may consist of a motorized nozzle, wand, hose, and/or vacuum pod. This device contains electrical connections, electrical wiring, and moving parts that potentially present risk to the user.
2. Use only identical replacement parts.
3. Carefully observe and follow the instructions provided below to avoid improper use of the appliance. **DO NOT** use the vacuum for any purpose other than those described in this manual.
4. Before use, carefully inspect all parts for any damage. **DO NOT** use if any parts are damaged.
5. The use of an extension cord is **NOT** recommended.
6. This vacuum cleaner contains no serviceable parts.

### USE WARNINGS

7. This appliance can be used by persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Cleaning and user maintenance shall not be made by children.

- 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.
8. Always turn off the vacuum cleaner before connecting or disconnecting any motorized nozzles or other accessories.
  9. **DO NOT** handle plug or vacuum cleaner with wet hands.
  10. **DO NOT** use without filters in place.
  11. Only use Shark® branded filters and accessories.
  12. **DO NOT** damage the power cord:
    - a) **DO NOT** pull or carry vacuum cleaner by the cord or use the cord as a handle.
    - b) **DO NOT** unplug by pulling on cord. Grasp the plug, not the cord.
    - c) **DO NOT** run the vacuum cleaner over the power cord, close a door on the cord, pull the cord around sharp corners, or leave the cord near heated surfaces.
  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.

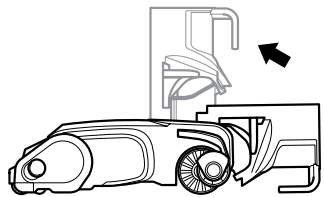
### READ ALL INSTRUCTIONS BEFORE USE

14. **DO NOT** use if nozzle or accessory airflow is restricted. If the air paths or the motorized floor nozzle become blocked, turn the vacuum cleaner off and unplug from electrical outlet. Remove all obstructions before you plug in and turn on the unit again.
15. Keep nozzle and all vacuum openings away from hair, face, fingers, uncovered feet, or loose clothing.
16. **DO NOT** use if vacuum cleaner 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 cleaner unattended while plugged in.
19. When powered on, keep the vacuum cleaner moving over the carpet surface at all times to avoid damaging the carpet fibers.
20. **DO NOT** place vacuum cleaner on unstable surfaces such as chairs or tables.
21. Your Shark® vacuum may not be designed to stand up on its own. When taking a break from cleaning, you may need to lean it against furniture or a wall, or lay it flat on the floor. Using the vacuum for an application where the unit lacks stability may result in personal injury.
22. **DO NOT** use to pick up:
  - a) Liquids
  - b) Large objects
  - c) Hard or sharp objects (glass, nails, screws, or coins)
  - d) Large quantities of dust (drywall dust, fireplace ash, or embers). **DO NOT** use as an attachment to power tools for dust collection.
  - e) Smoking or burning objects (hot coals, cigarette butts, or matches)
  - f) Flammable or combustible materials (lighter fluid, gasoline, or kerosene)
  - g) Toxic materials (chlorine bleach, ammonia, or drain cleaner)
23. **DO NOT** use in the following areas:
  - a) Poorly lit areas
  - b) Wet or damp surfaces
  - c) Outdoor areas
  - d) Spaces that are enclosed and may contain explosive or toxic fumes or vapors (lighter fluid, gasoline, kerosene, paint, paint thinners, mothproofing substances, or flammable dust)
24. Turn off all controls before plugging in or unplugging the vacuum.
25. Unplug from electrical outlet when not in use and before any maintenance or cleaning.
26. Hand wash with water only. Washing with cleaning chemicals could damage the unit.
27. During cleaning or routine maintenance, **DO NOT** cut anything other than hair, fibers, or string wrapped around the brushroll.
28. Allow all filters to air-dry completely before replacing in the vacuum to prevent liquid from being drawn into electric parts.
29. Make sure the dust cup and all filters are in place after routine maintenance.
30. If provided, secure the power cord around the two cord hooks during storage.

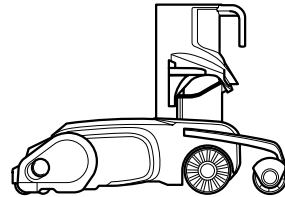
## SAVE THESE INSTRUCTIONS

## ASSEMBLY

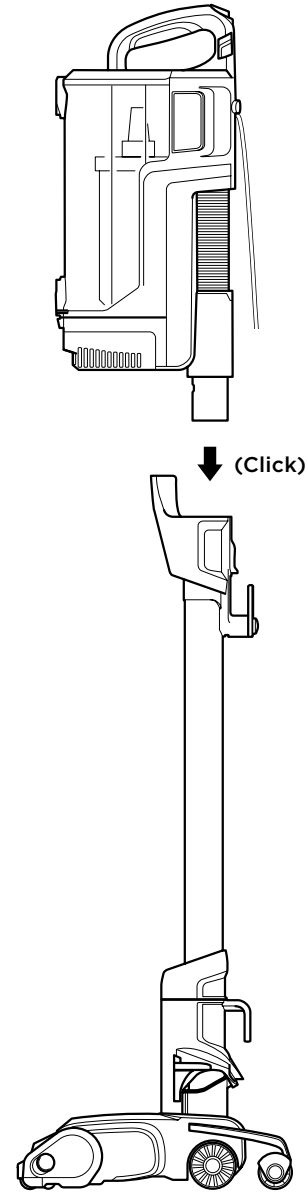
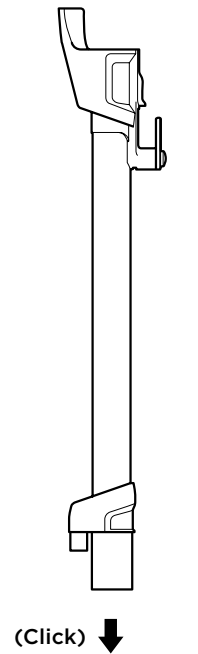
1. Lift the **Floor Nozzle Tube**, pushing it firmly until it stands upright. The **Retractable Wheels** will extend so the vacuum can stand on its own.
  2. Insert the **Wand** into the floor nozzle tube.
  3. Attach the **Lift-Away® Pod** to the wand.
  4. Snap the **Onboard Storage Clip** onto the wand, then add accessories.
- Ensure all connections click securely into place.



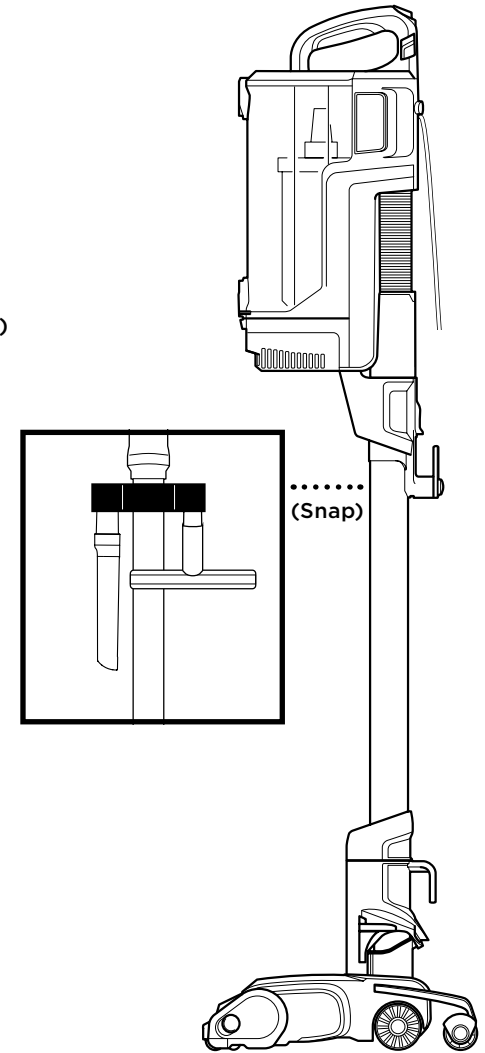
1.



2.

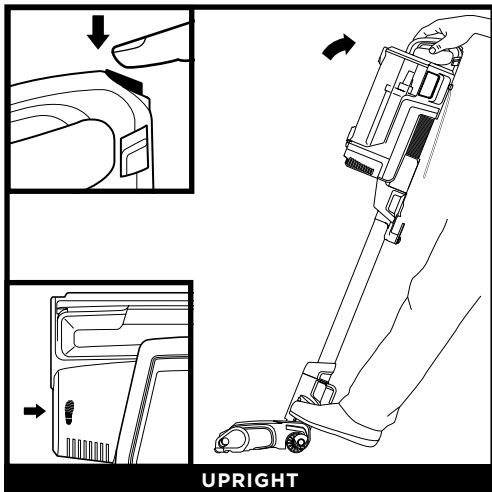


3.

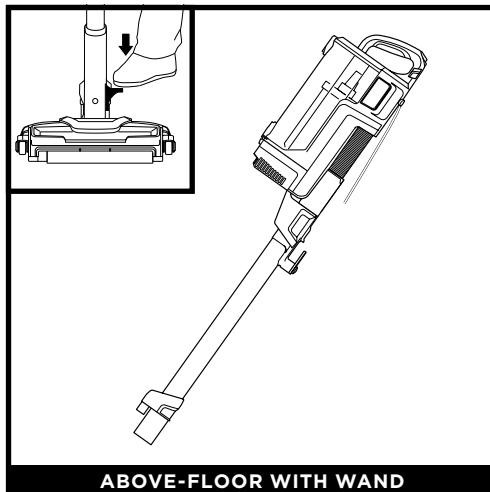


4.

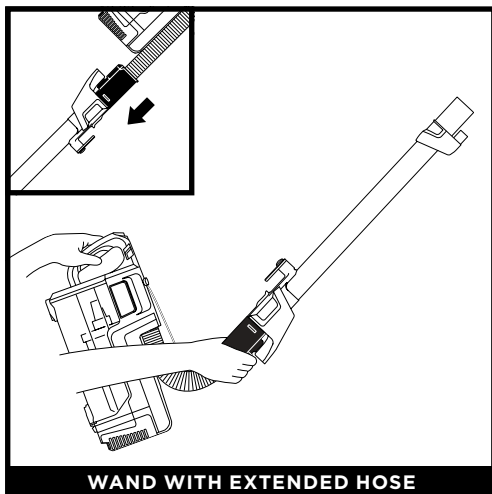
## CLEANING MODES



To vacuum in upright mode, plug in the power cord, then press the Power button on the back of the handle. Step on the footprint icon on the floor nozzle and tilt the handle back to activate the brushroll. The retractable wheels will automatically slide back for easy maneuverability while vacuuming.

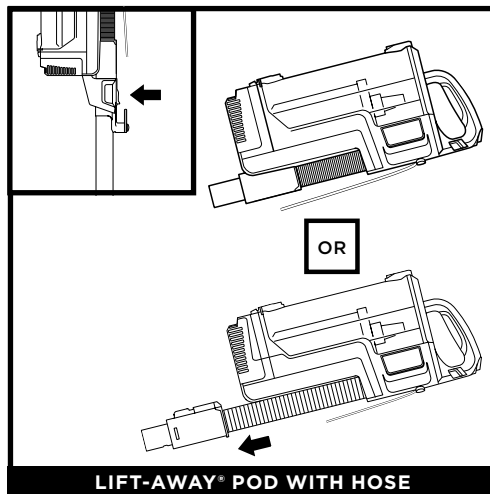


To clean above-floor areas with the wand, remove it from the floor nozzle and add an accessory. To detach the wand, stand the vacuum upright, then step on the release pedal and pull up the wand.



For even more reach and flexibility with the wand, slide the hose cuff down to extend the integrated hose.

**NOTE:** When finished with the hose, slide the hose cuff back into place and reattach the wand to the pod.



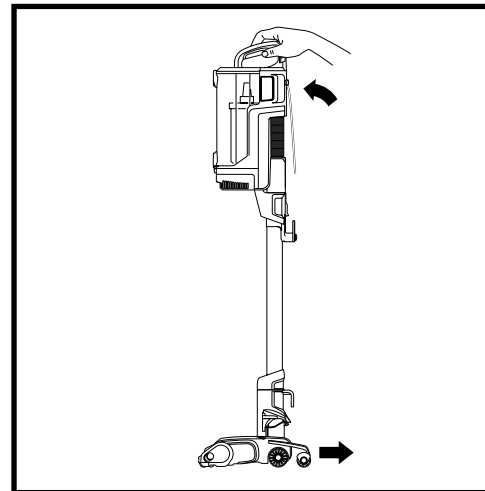
To clean with the Lift-Away pod, detach it by pressing the Pod Release button. Attach an accessory for more reach when cleaning above-floor areas like stairs and furniture. For added flexibility and reach, slide the cuff down to extend the hose.

**NOTE:** When finished with the hose, slide the cuff back into place.

**NOTE:** Accessories are compatible with both the wand and integrated hose.

## STORAGE

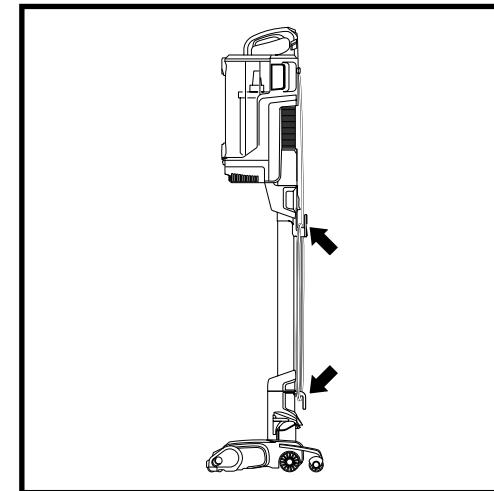
### STABILITY



Return vacuum to upright position. The retractable wheels will extend to keep the vacuum in a standing position.

For easy maneuverability in storage mode, tilt the handle back and roll the vacuum on the retractable wheels. To take the vacuum out of storage mode, step on the footprint icon on the floor nozzle and tilt the handle back. The retractable wheels will slide back.

### CORD



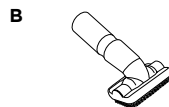
Wrap the cord around the two cord hooks for storage and to avoid damage.

## AVAILABLE ACCESSORIES

**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.com](http://sharkaccessories.com).

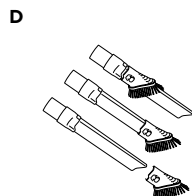
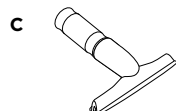
### A Crevice Tool

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



### B Dusting Brush

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

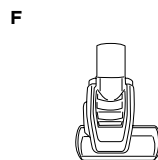
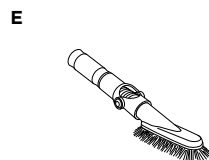


### C Wide Upholstery Tool

The wide cleaning path helps remove pet hair, dust, and large debris from mattresses, couches, curtains, lampshades, and other delicate upholstered surfaces.

### D Duster Crevice Tool

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

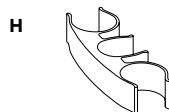
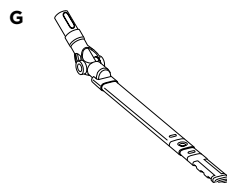


### E Multi-Angle Dusting Brush

This soft dusting brush adjusts to five different positions so you always have the best angle for cleaning blinds, walls, ceiling fans, and other above-floor areas.

### F Self-Cleaning Pet Power Brush

Tackles pet hair and ground-in dirt from above-floor areas like carpeted stairs and upholstery, while actively removing hair wrap as it cleans.



### G MultiFLEX® Under-Appliance Wand

The flexible wand adjusts to the ideal angle to clean under, behind, and above hard-to-move furniture and appliances.

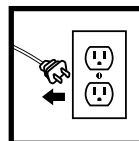
### H Onboard Storage Clip

This removable clip attaches to your vacuum. The clip can store up to two accessories at a time while you clean.

**Note:** All accessories are compatible with the wand, hose, and pod.

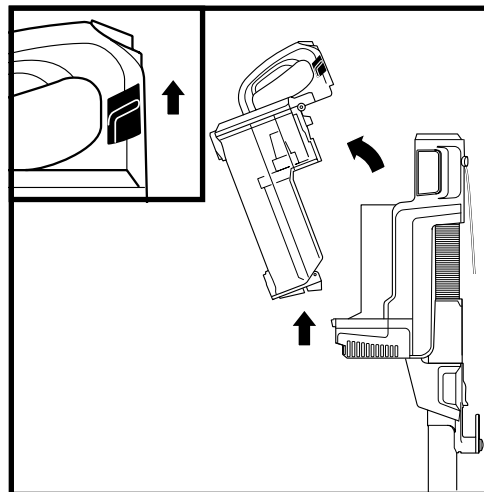
## MAINTENANCE

### EMPTYING THE DUST CUP

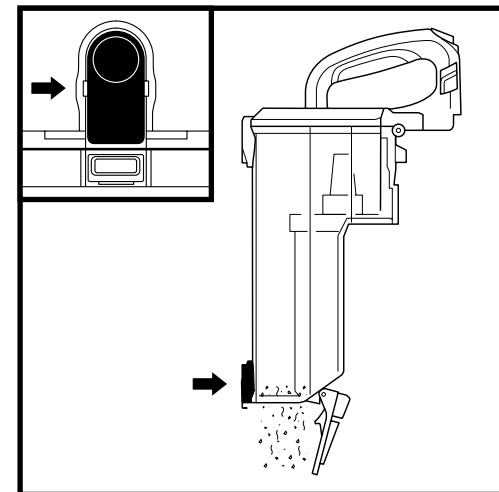


**IMPORTANT:** Unplug the power cord before performing any maintenance.

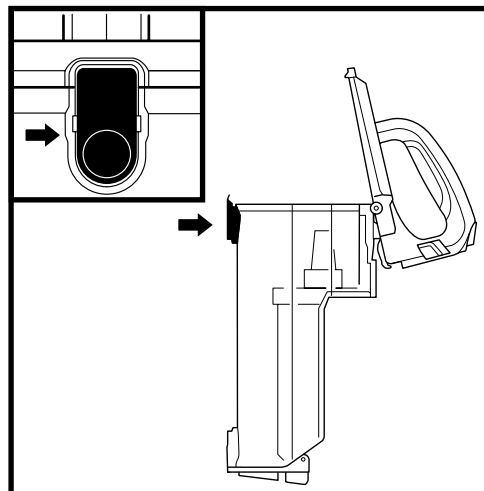
Keep the Lift-Away® pod attached to the wand while emptying the dust cup.



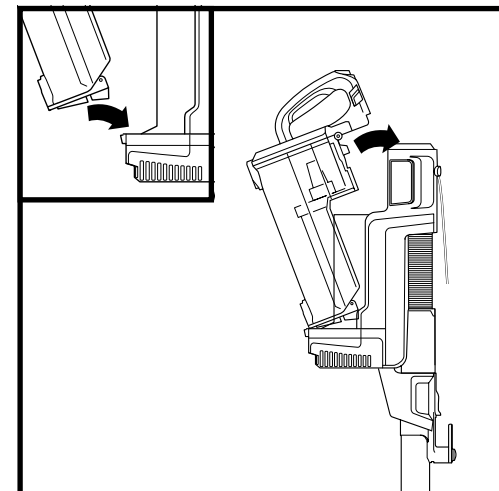
To remove the dust cup from the Lift-Away® pod, slide up both **Dust Cup Release** latches on the back of the handle at the same time and pull out the dust cup.



Press the button on the bottom of the dust cup to release debris into the trash.



To remove collected debris from **Mesh Screen**, press top release button and lift handle to open.



To reinstall, place bottom of dust cup into pod and then tilt it until it clicks into place.

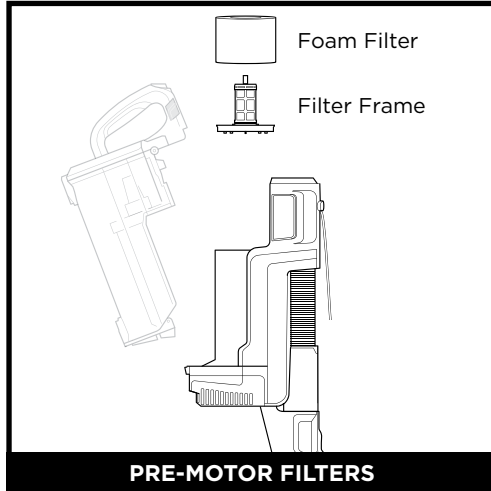
## MAINTENANCE

### CLEANING FILTERS

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

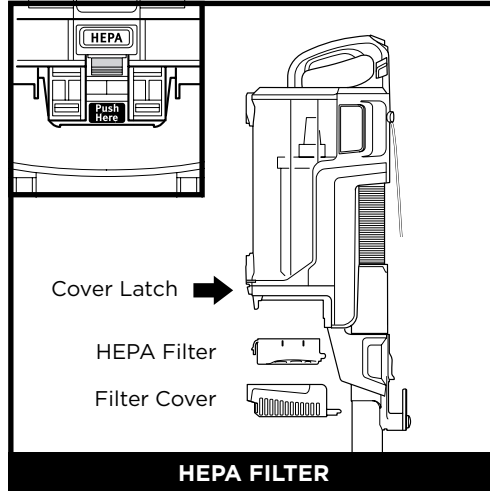
To clean filters, rinse with cold water only. Allow all filters to air-dry for at least 24 hours before reinstalling them to prevent liquid from being drawn into electric parts.

**IMPORTANT: DO NOT** use soap when cleaning the filters.



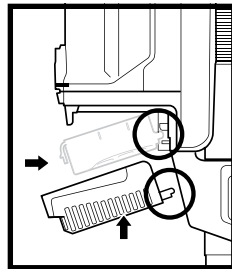
#### CLEAN PRE-MOTOR FILTERS ONCE A MONTH

Remove **Dust Cup**, then lift out the **Filter Frame**. Pull up the **Foam Filter** to remove it from the frame. The **Felt Filter** is built into the frame and cannot be removed. To reinstall, slide the foam filter over the frame, then reinsert the frame into the dust cup.



#### CLEAN HEPA FILTER EVERY YEAR

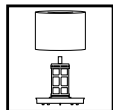
Press the **Cover Latch** above the **Filter Cover**, then pull off the cover. To detach the **HEPA Filter**, push the tab on the front.



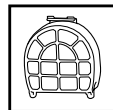
To replace the HEPA filter, insert it back into the pod, pressing up firmly until it clicks into place. To replace the filter cover, insert the two pegs on the cover into the slots in the pod. Then tilt the cover upward, pressing until it clicks into place.

### REPLACING FILTERS

The **Pre-Motor Filters** should be replaced every 2.5 years. The **HEPA Filter** should be replaced every 3 years.



**Replacement  
Pre-Motor Foam &  
Filter Support Kit**

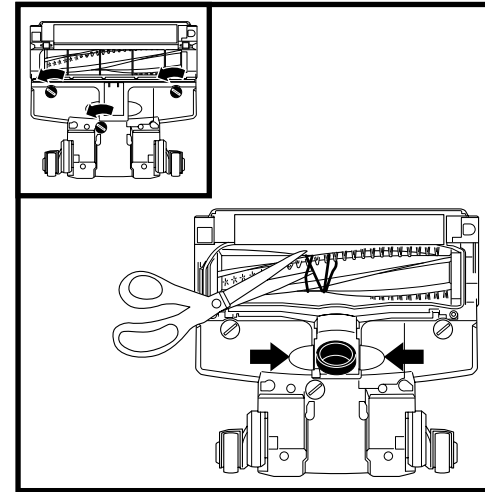


**Replacement  
HEPA Filter**

**NOTE:** To order replacement parts and filters, visit [sharkaccessories.com](http://sharkaccessories.com).

## MAINTENANCE

### NOZZLE MAINTENANCE

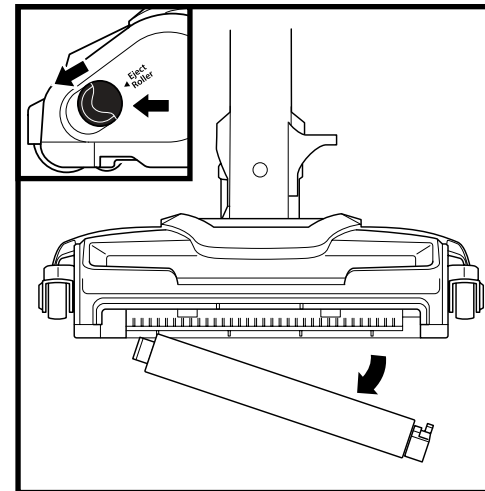


If you notice any hair wrap, continue vacuuming and the **Self-Cleaning Brushroll** will automatically remove it. If some hair wrap remains after continued use, remove the brushroll cover from the bottom of the nozzle and use scissors to carefully cut away the hair.

To remove the cover, use a coin to turn the locks counterclockwise. Lift off the cover and remove any debris or hair wrap. Check the **Debris Intake** and clear away any dirt or blockages.

To close the cover, push down until it clicks into place, then turn the locks clockwise until closed.

### CLEANING THE SOFT ROLLER

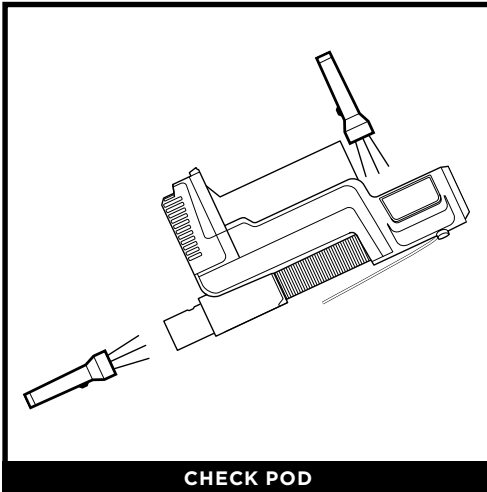


- 1 To remove the Soft Roller, slide the **Eject Roller** button on the floor nozzle.
- 2 Tap loose debris off the Soft Roller. Use a dry towel to wipe it clean, and to remove any debris caught in the teeth behind the Soft Roller.
- 3 Hand-wash the Soft Roller as needed. Use only water, and let it air-dry completely for at least 24 hours.
- 4 Reinsert the Soft Roller and press it in until it clicks securely into place.

**NOTE:** For best performance, keep the Soft Roller clean with regular maintenance.

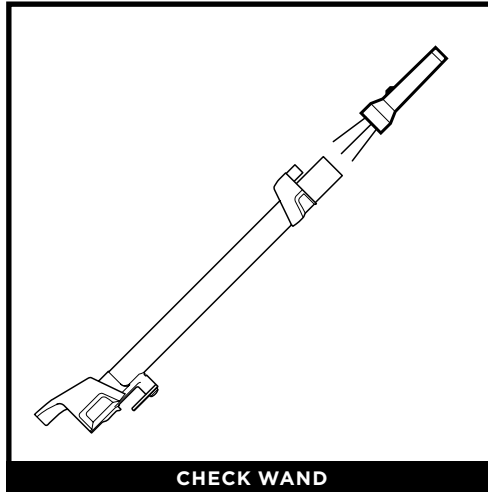
## MAINTENANCE

### CHECKING FOR BLOCKAGES



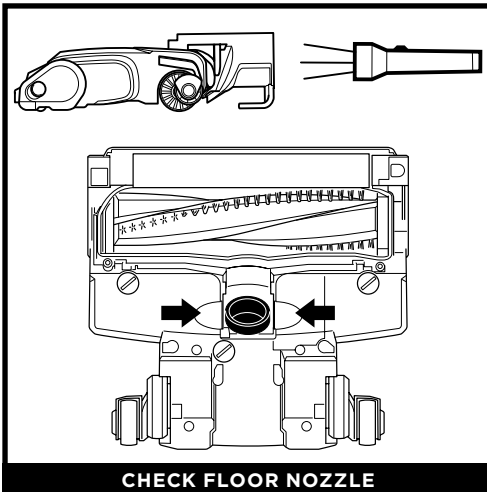
CHECK POD

Remove the dust cup from the pod to check the intake opening inside. Then detach the pod from the wand to check the hose.



CHECK WAND

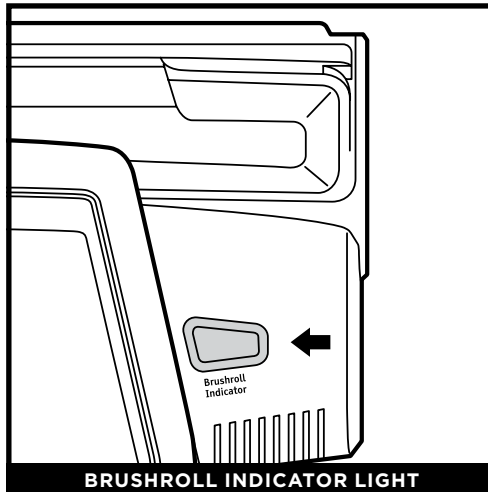
Detach the wand and check it for blockages.



CHECK FLOOR NOZZLE

Detach the wand, then remove the Soft Roller. Tilt the floor nozzle tube back and check openings for blockages. Reinsert Soft Roller until it clicks securely into place.

Remove any blockages or debris from the floor nozzle debris intake (See Nozzle Maintenance section).



BRUSHROLL INDICATOR LIGHT

What does the **Brushroll Indicator Light** mean?

**Solid Green:** The brushrolls are spinning and working properly.

**Solid Red:** There is a jam in the brushroll area. Turn off the vacuum and unplug it, then remove any blockages in the nozzle.

**Flashing Red:** Turn off the vacuum, unplug it, and remove any blockages. Let the vacuum cool down for at least 60 minutes before restarting. See Troubleshooting section for more information.

## TROUBLESHOOTING

**Vacuum is not picking up debris. No suction or light suction.**  
(Refer to Maintenance section for more information.)

- Empty the dust cup. Check filters to see if they need cleaning. Follow instructions for rinsing and completely air-drying the filters before reinstalling them.
- Check floor nozzle for blockages; clear blockages if required.
- Remove any string, carpet fibers, or hair that may be wrapped around the brushroll or Soft Roller.
- Ensure the brushroll cover is locked in place. First, turn the nozzle upside down. Using a coin, turn the three locks counterclockwise. Push down on both sides of the cover until it clicks securely into place, then turn locks clockwise to close.

**Vacuum lifts area rugs.**

- Suction is powerful. Take care when vacuuming area rugs or rugs with delicately sewn edges.
- Turn off the unit to disengage the brushrolls. To restart, press the power button on the handle.

**Brushrolls do not spin.**

- If the brushroll indicator light turns solid red, immediately turn off and unplug the vacuum.
- Disconnect the wand from the floor nozzle and clear any blockages.
- Reconnect the wand, plug in the vacuum, and turn on the power.
- If the brushroll indicator light on the floor nozzle is green, the blockage has been successfully cleared. If the light is still red, please contact Customer Service at 1-800-798-7398.

**Vacuum turns off on its own or the indicator light flashes red.**

If your vacuum overheats, the thermostat will automatically turn off the motor. Follow these steps to restart:

1. Turn vacuum off and unplug it.
2. Empty dust cup and clean filters (see Emptying the Dust Cup section).
3. Disassemble the entire vacuum.
4. Check for blockages in hose, wand, floor nozzle, inlet openings, and accessories.
5. Reassemble the vacuum and ensure all parts click into place.
6. Allow unit to cool for a minimum of 60 minutes.
7. Plug in vacuum and turn it on.

**Vacuum is making a loud noise.**

If you run over a hard or sharp object or notice a noise change while vacuuming, check for blockages or objects caught behind the brushroll. (Refer to Maintenance section for more information.)





## FIVE (5) YEAR LIMITED WARRANTY

The Five (5) Year Limited Warranty applies to purchases made from authorized retailers of **SharkNinja Operating LLC**. Warranty coverage applies to the original owner and to the original product only and is not transferable.

SharkNinja warrants that the unit shall be free from defects in material and workmanship for a period of five (5) years from the date of purchase when it is used under normal household conditions and maintained according to the requirements outlined in the Owner's Guide, subject to the following conditions and exclusions:

### What is covered by this warranty?

1. The original unit and/or non-wearable components deemed defective, in SharkNinja's sole discretion, will be repaired or replaced up to five (5) years from the original purchase date.
2. In the event a replacement unit is issued, the warranty coverage ends six (6) months following the receipt date of the replacement unit or the remainder of the existing warranty, whichever is later. SharkNinja reserves the right to replace the unit with one of equal or greater value.

### What is not covered by this warranty?

1. Normal wear and tear of wearable parts (such as foam filters, HEPA filters, pads, etc.), which require regular maintenance and/or replacement to ensure the proper functioning of your unit, are not covered by this warranty. Replacement parts are available for purchase at **sharkaccessories.com**.
2. Any unit that has been tampered with or used for commercial purposes.
3. Damage caused by misuse (e.g., vacuuming up water or other liquids), abuse, negligent handling, failure to perform required maintenance (e.g., not cleaning the filters), or damage due to mishandling in transit.
4. Consequential and incidental damages.
5. Defects caused by repair persons not authorized by SharkNinja. These defects include damages caused in the process of shipping, altering, or repairing the SharkNinja product (or any of its parts) when the repair is performed by a repair person not authorized by SharkNinja.
6. Products purchased, used, or operated outside North America.

### How to get service

If your appliance fails to operate properly while in use under normal household conditions within the warranty period, visit **sharkclean.com/support** for product care and maintenance self-help. Our Customer Service Specialists are also available at **1-800-798-7398** to assist with product support and warranty service options, including the possibility of upgrading to our VIP warranty service options for select product categories.

SharkNinja will cover the cost for the customer to send in the unit to us for repair or replacement. A fee of \$24.95 (subject to change) will be charged when SharkNinja ships the repaired or replacement unit.

### How to initiate a warranty claim

You must call **1-800-798-7398** to initiate a warranty claim. You will need the receipt as proof of purchase. A Customer Service Specialist will provide you with return and packing instruction information.

### How state law applies

This warranty gives you specific legal rights, and you also may have other rights that vary from state to state. Some states do not permit the exclusion or limitation of incidental or consequential damages, so the above may not apply to you.

## REGISTER YOUR PURCHASE



registryourshark.com



Scan QR code using mobile device



## RECORD THIS INFORMATION

Model Number: \_\_\_\_\_

Date Code: \_\_\_\_\_

Date of Purchase: \_\_\_\_\_  
(Keep receipt)

Store of Purchase: \_\_\_\_\_

## TECHNICAL SPECIFICATIONS

Voltage: 120V, 60Hz

Watts: 700W

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:** The model number is on the rating label on the back of the pod.

**TIP:** The date code is on one of the prongs of the power cord plug.



**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® APEX® UpLight™ Corded Lift-Away® Vacuum.

SharkNinja Operating LLC  
US: Needham, MA 02494  
CAN: Ville St-Laurent, QC H4S 1A7  
1-800-798-7398  
sharkclean.com

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.

For SharkNinja U.S. Patent information, visit [sharkninja.com/uspatents](http://sharkninja.com/uspatents)

---

© 2020 SharkNinja Operating LLC. APEX, DUOCLEAN, LIFT-AWAY, MULTIFLEX, and SHARK are registered trademarks of SharkNinja Operating LLC. UPLIGHT is a trademark of SharkNinja Operating LLC.

QU603Q\_Series\_IB\_MP\_Mv2  
PRINTED IN CHINA

