

Shark

Rocket[®]

Corded Ultra-Light Vacuum

ZS351Q

Series

OWNER'S GUIDE



@sharkcleaning

IMPORTANT SAFETY INSTRUCTIONS

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

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. **DO NOT** allow the appliance to be used by children. Close supervision is necessary when used near children. This is not a toy.
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.

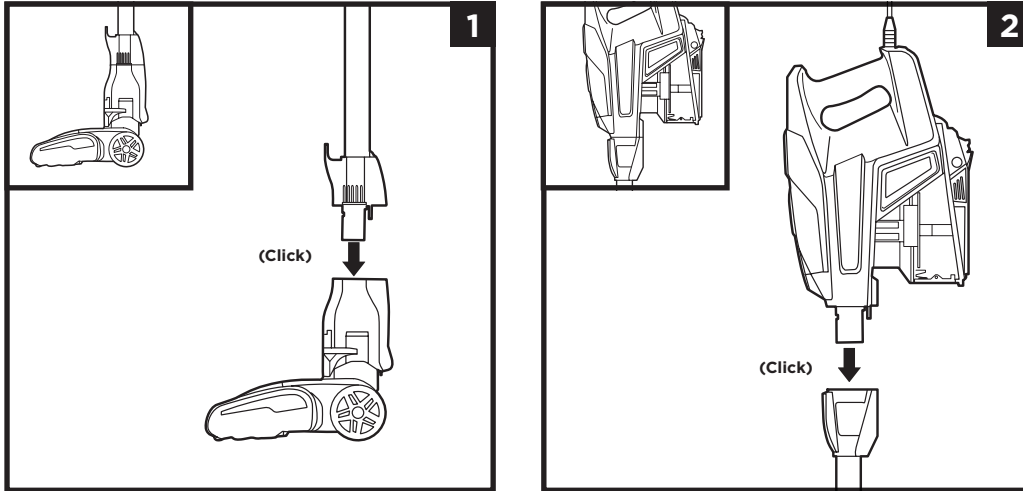
11. Only use Shark® branded filters and accessories. Failure to do so will also void the warranty.
12. **DO NOT** damage the power cord:
 - a) **DO NOT** pull or carry vacuum cleaner by the cord or use the cord as a handle.
 - b) **DO NOT** unplug by pulling on cord. Grasp the plug, not the cord.
 - 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.
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.

SAVE THESE INSTRUCTIONS

READ ALL INSTRUCTIONS BEFORE USE

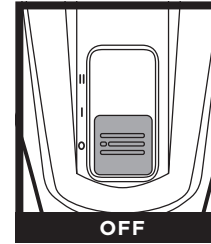
17. Use extra care when cleaning on stairs.
18. **DO NOT** leave the vacuum cleaner unattended while plugged in.
19. When powered on, keep the vacuum cleaner moving over the carpet surface at all times to avoid damaging the carpet fibers.
20. **DO NOT** place vacuum cleaner on unstable surfaces such 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.

ASSEMBLY

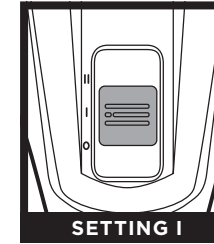


1. Insert wand into Zero-M™ Cleaner Head.
 2. Insert handheld vacuum into wand.
- Ensure all connections click securely into place.

SETTINGS



Slide Power switch to the bottom to turn off power. To begin vacuuming, slide switch to the appropriate setting.



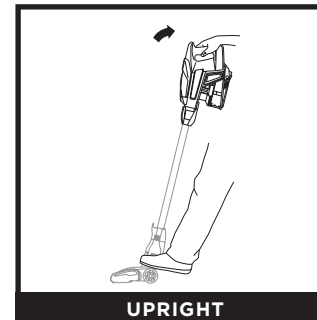
Bare Floor/Area Rugs
The brushroll spins slowly to clean bare floors and delicate area rugs.



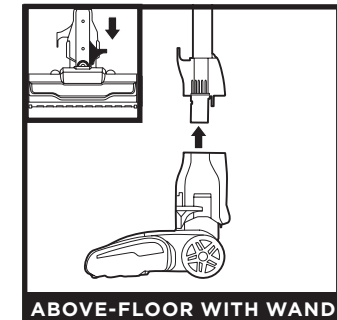
High Pile Carpets
The brushroll spins faster to pick up debris below the surface of your carpets.

NOTE: For deep cleaning per ASTM F 608 (embedded dirt in carpets) please use setting II, High Pile Carpets.

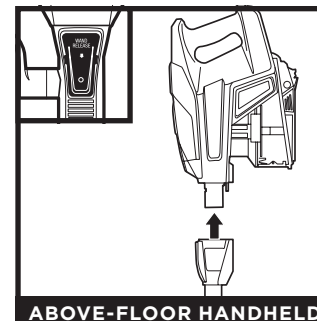
CLEANING MODES



To clean floors place foot on cleaner head and tilt handheld vacuum back.



Stand the vacuum upright. Step on the foot pedal on the bottom left side of the cleaner head and pull the wand up to disconnect it. Great for cleaning baseboards, ceiling fans, window sills, etc.

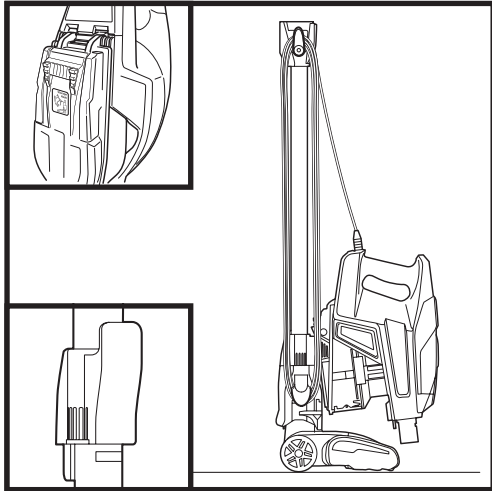


Press the **WAND RELEASE** button and lift the handheld vacuum off the wand. Great for cleaning stairs and furniture.

NOTE: All accessories attach to either the wand or the handheld vacuum.

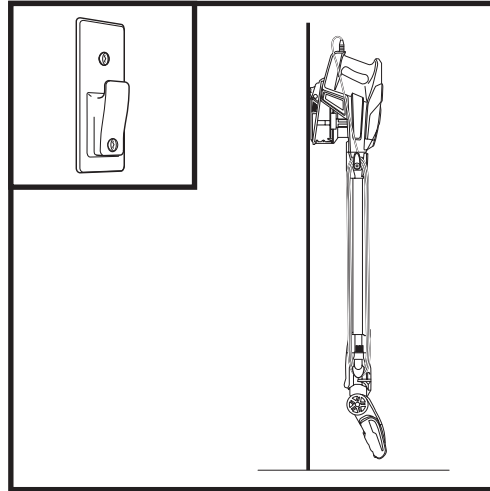
STORAGE

ONBOARD HOOK



Press the **WAND RELEASE** button on the top of the wand to release the handheld vacuum. Align the catch on the bottom of the handheld vacuum with the storage hook on the wand. Slide handheld vacuum down so the catch hangs from the storage hook. Wrap the cord around the two cord hooks.

WALL MOUNT



For convenient storage above the floor, install the wall mount. **(Plastic anchors and screws not included.)** Drill two 5/16" holes and insert plastic anchors into the wall. Using a Phillips-head screwdriver, screw the wall mount into the plastic anchors. Hook the catch on the bottom of the handheld vacuum onto wall mount.

AVAILABLE ACCESSORIES

NOTE: Not all accessories come with all units. Please see the enclosed Quick Start Guide for your unit's configuration.

A 12" Crevice Tool

Clean in tight spaces or reach baseboards and ceilings with this slim crevice tool.

B Dusting Brush

Dust shelves, baseboards, window/door frames, and much more. Turn the brush head to adjust the angle to the surface you're cleaning.

C Pet/Upholstery Tool

Perfect for grabbing pet hair and lint from furniture and other upholstered surfaces.

D Pet Multi-Tool

A single convertible tool for cleaning tough pet messes two ways: first, a stiff bristle brush for cleaning stuck-on debris. Then take off the bristles to reveal an upholstery tool for removing stubborn pet hair.

E Duster Crevice Tool

Two cleaning tools in one. The crevice tool gives you extended cleaning reach for small spaces, while the dusting brush cleans a multitude of surfaces.

F Mini Motorized Brush

Powered by a motor, this small brush removes the clingiest pet hair and extracts dirt, dust, dander, and allergens from deep inside pillows, upholstery, and carpets.

G Under-Appliance Wand

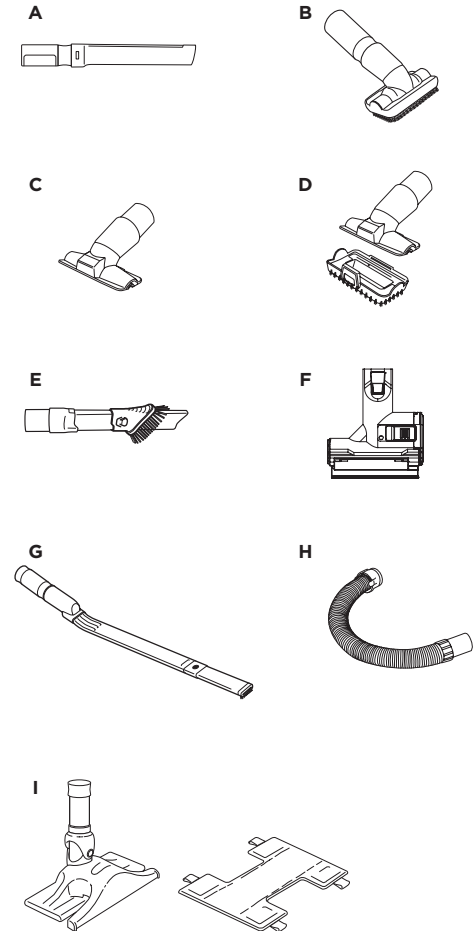
Clean under and behind hard-to-move appliances and furniture with this adjustable 36" tool. Flip the extension piece over to clean the underside of appliances.

H Flexible Hose

Stretch and flex this extension hose to clean around objects and get into hard-to-reach spaces. Attach the crevice tool or another accessory depending on what you are cleaning.

I Dust-Away® Hard Floor Attachment with Microfiber Pad

Direct suction for big crumbs and debris. The washable, reusable microfiber pad dusts hardwood and tile floors.

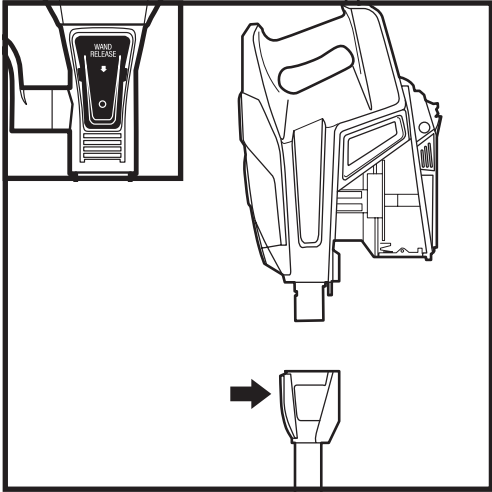


MAINTENANCE

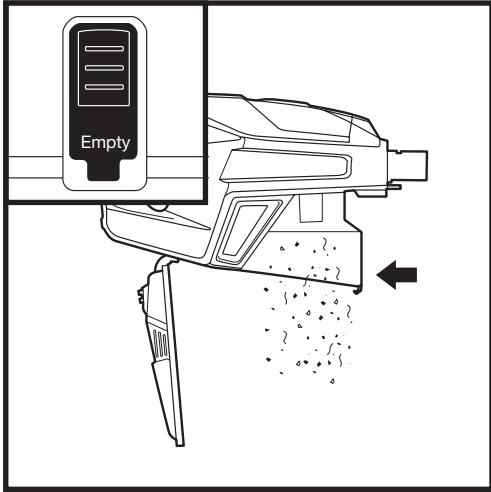
IMPORTANT: Unplug the vacuum before performing any maintenance.

EMPTYING THE DUST CUP

The dust cup needs to be emptied each time you vacuum and periodically during cleaning, when debris in the dust cup reaches the MAX fill line.

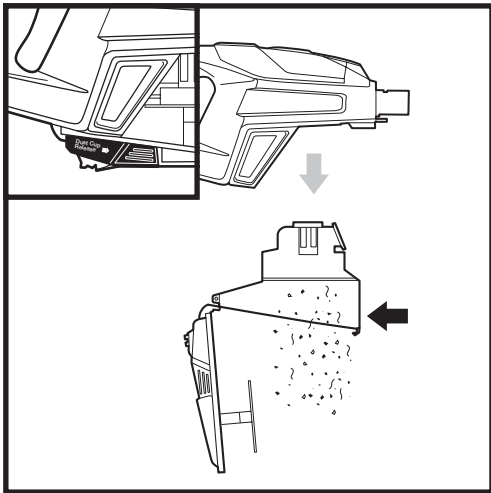


Press the **WAND RELEASE** button and lift the handheld vacuum off the wand.



With the dust cup attached to the handheld vacuum, press the **Empty** button on the front of the dust cup.

OR



To remove the dust cup from the handheld vacuum, squeeze the two **Dust Cup Release** buttons at the same time and pull out the dust cup. Press the **Empty** button on the front of the dust cup.

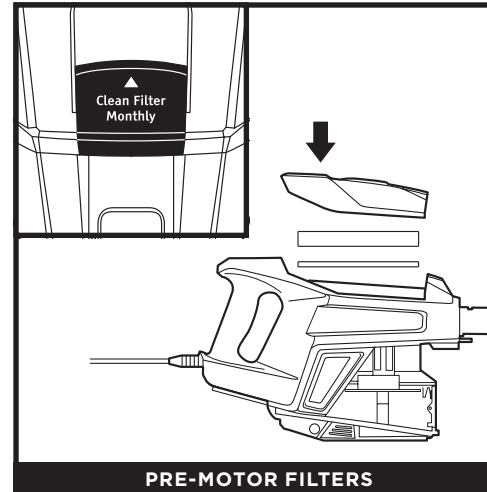
MAINTENANCE

IMPORTANT: Unplug the vacuum before performing any maintenance.

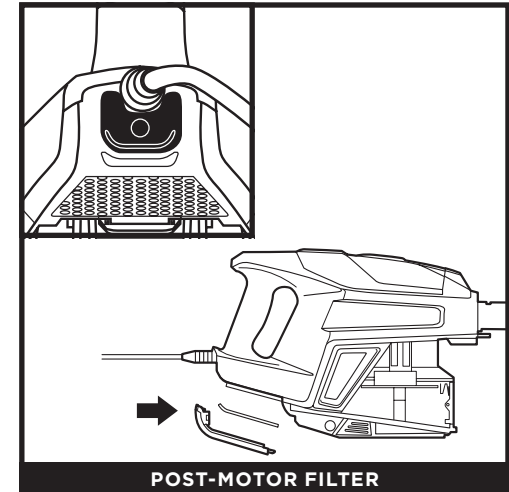
CLEANING FILTERS

Perform regular maintenance on your filters to keep your vacuum's suction power optimal.

IMPORTANT: To prevent damage, rinse filters with water **ONLY**. **DO NOT** use soap. Allow filters to air-dry for at least 24 hours before reinstalling them to prevent liquid from being drawn into electric parts.



PRE-MOTOR FILTERS



POST-MOTOR FILTER

REPLACEMENT FILTERS

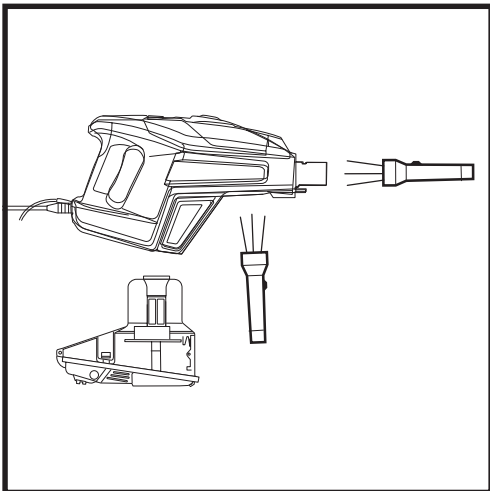
Replacement Pre-Motor Filter Kit
XPMFK320

Replacement Post-Motor Filter
1084FTV320

MAINTENANCE

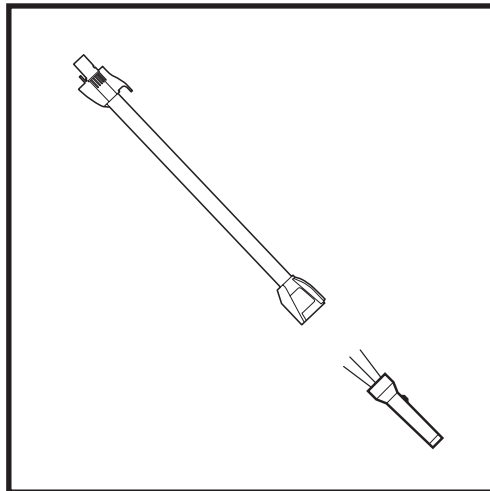
CHECKING FOR BLOCKAGES

CHECK HANDHELD



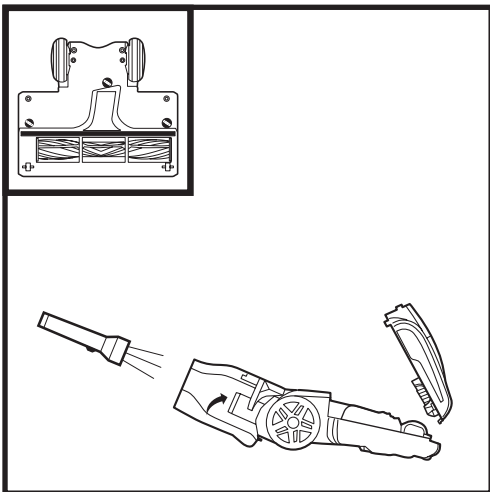
Remove the wand from the handheld vacuum and check all dust cup intake openings.

CHECK WAND



Detach the wand and check it for blockages.

CHECK CLEANER HEAD



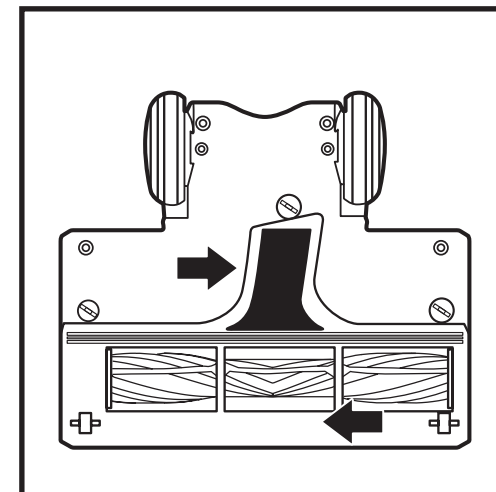
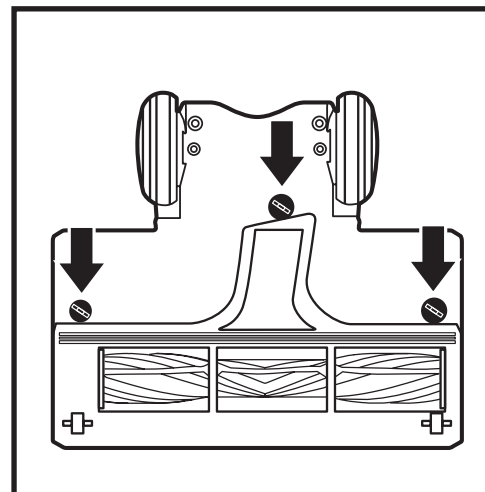
Detach the wand, then use the edge of a coin to open the three locks on the bottom of the cleaner head. Remove the cover, then tilt back the neck of the cleaner head and check the opening for blockages. Replace cover, pressing down firmly on all sides, including along the front, before turning locks clockwise to close.

MAINTENANCE

CLEANER HEAD MAINTENANCE

Zero-M™ Technology actively removes hair wrap from your brushroll while you vacuum. If you run over a hard or sharp object or notice a noise change while vacuuming, check for blockages or objects caught in the brushroll.

NOTE: If any hair is wrapped around the brushroll, extending cleaning time will allow Zero-M technology to remove it for you. We recommend using High Pile Carpet Mode on a bare floor surface or lower pile carpet or area rug. Run the vacuum back and forth to allow hair to make its way to the dust cup. If some fibers remain wrapped around the brushroll after continued use, carefully remove the debris from the brushroll.



1. Using a coin, turn locks counterclockwise to open, then lift off cover to access **Brushroll**.
2. Clear airway of blockages.
3. Replace cover, pressing down firmly on all sides, including along the front, before turning locks clockwise to close.

TROUBLESHOOTING

Vacuum is not picking up debris. No suction or light suction.
(Refer to Maintenance 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 cleaner head for blockages; clear blockages if required.
- Remove any string, carpet fibers, or hair that may be wrapped around the brushroll.
- Ensure the cover on the underside of the cleaner head is locked in place by pressing down firmly on all sides, including along the front, before turning the 3 gray 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 brushroll. To restart, slide the Power switch to setting I, Bare Floor/ Area Rugs.

Brushroll does not spin.

- If the Brushroll Indicator Light turns red, immediately turn off and unplug the vacuum. Disconnect wand from cleaner head and clear any blockages. Reconnect wand, plug in vacuum, and turn on power.
- If Brushroll Indicator Light on the cleaner head 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.

This vacuum is equipped with a motor-protective thermostat so it will shut off if it overheats. Should this occur, perform the following steps to restart the motor-protective thermostat:

1. Turn vacuum off and unplug it.
2. Empty dust cup and clean filters (see Maintenance section).
3. Check for blockages in hose, accessories, and inlet openings.
4. Allow unit to cool for a minimum of 45 minutes.
5. Plug in vacuum and turn it on.

Shark | NINJA

FIVE (5) YEAR LIMITED WARRANTY

The 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 5 years from the date of purchase when it is used under normal household conditions and maintained according to the requirements outlined in this instruction manual, subject to the following conditions and exclusions.

What is covered in my warranty?

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

What is not covered in my warranty?

Our Customer Service/Product Specialists are available to provide all the warranty service options available to you including the possibility of upgrading to our VIP Warranty Service Options for select product categories.

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.
2. Any unit that has been tampered with or used for commercial purposes.
3. SharkNinja will cover the cost for the customer to send in the unit to us for repair or replacement. A fee of \$19.95 for return shipping costs will be charged at the time of return shipment of the repaired or replacement unit.
4. Damage caused by misuse, abuse, or negligent handling, or damage due to mishandling in transit.
5. Consequential and incidental damages.
6. Defects caused by or resulting from damages from shipping or from repairs, service, or alteration to the product or any of its parts which have been performed by a repair person not authorized by SharkNinja.
7. Products purchased, used or operated outside of North America.

Problems with your unit/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 for product care/maintenance self-help. Our Customer Service and product specialists are also available at 1-800-798-7398 to assist with product support and warranty service options.

How to initiate a warranty claim

You can call 1-800-798-7398 to have a Customer Service specialist assist you.

Please note you must call 1-800-798-7398 to initiate a warranty claim. Return and Packing Instruction information will be provided at that time.

For Customer Service hours, visit sharkclean.com.

Replacement parts are available for purchase at sharkclean.com. For more information on which parts are classified as wearable and non-wearable, please visit sharkclean.com/warranty

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



registeryourshark.com



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

RECORD THIS INFORMATION

Model Number: _____

Date Code: _____

Date of Purchase: _____
(Keep receipt)

Store of Purchase: _____

TIP: You can find the model number on the rating label which is behind the dust cup.

TIP: You can locate the date code on one of the prongs of the power cord plug.

TECHNICAL SPECIFICATIONS

Voltage: 120V, 60Hz

Watts: 500W

Amps: 4.2A

PLEASE READ CAREFULLY AND KEEP FOR FUTURE REFERENCE.

This Owner's Guide is designed to help you keep your Shark® Rocket® running at peak performance. If you should have a question, please go to sharkclean.com for FAQs, how-to videos, and more.

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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

Shark®