

## FAQ - Shark® APEX™ DuoClean® Powered Lift-Away® Speed

**Q:** How do I find the model number of my Shark® APEX™ DuoClean® Powered Lift-Away® Speed?

**A:** The model number is displayed on the product's rating label, which can be found on the back of the unit.

**Q:** Will the headlights burn out?

**A:** The LED headlights in the nozzle should not burn out.

**Q:** Can I turn the headlights off?

**A:** The powerful LED headlights are designed to illuminate debris in dark spaces to make cleaning even more efficient. Headlights will illuminate whenever the power is on and are designed to last the life of the vacuum.

**Q:** How do I remove the handle to clean above-floor areas?

**A:** Press the handle release button on the back of the handle with one hand. Gently pull up with the other hand to remove the handle from wand. Add the desired accessory and begin cleaning.

**Q:** How often should I clean the filters?

**A:** Clean filters regularly for optimal performance. Between washings, tap filters clean over the trash to remove excess dust and other particles.

Pre-motor foam filter: Under normal usage, rinse and let air-dry completely (for at least 24 hours). We recommend washing every 3 months.

**Q:** How do I know when my filters need to be cleaned?

**A:** Filters may need to be cleaned if the vacuum is not picking up dirt, airflow is restricted, or if you notice lighter or no suction. To maintain optimal performance, tap filters clean periodically and wash them according to the regular cleaning schedule to maintain optimal performance.

**Q:** How do I open the brushroll garage and remove the brushroll?

**A:** Make sure the unit is unplugged. To open the brushroll garage, push up both sliders on the floor nozzle simultaneously and the lid will pop open. To remove any string, hair, or debris that may be wrapped around the brushroll, use scissors to cut along the groove. Close the brushroll garage lid completely before using vacuum. Press down on both sides of the lid until it clicks into place.

**Q:** What is Powered Lift-Away?

**A:** Powered Lift-Away extends your reach so you can clean every tough-to-reach area of your home at the push of a button. The pod detaches so the motorized floor nozzle can access baseboards and corners, and under tables, beds, and other furniture. Remove the nozzle or wand to clean ceilings, stairs, and other above-floor areas.

**Q:** Where can I purchase additional accessories or replacement parts?

**A:** You can purchase replacement parts and other accessories at [www.sharkaccessories.com](http://www.sharkaccessories.com) or through customer service at 877-581-7375.

**Q:** How do I remove the dust cup?

**A:** Pinch the Dust Cup Release latches on the rear top of the dust cup handle and lift the dust cup up and away from the vacuum body. Note: The dust cup should be emptied each time you vacuum and periodically during cleaning, when the dust cup appears full.

**Information provided by Shark**