

Shark **WANDVAC[®]** **POWER** **PET**

Cordless Vacuum

WV400 Series

OWNER'S GUIDE



IMPORTANT SAFETY INSTRUCTIONS

FOR HOUSEHOLD USE ONLY • 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 injury, fire, electric shock, and property damage resulting from
improper use of the appliance, carefully observe the following instructions. This unit
contains electrical connections and moving parts that potentially present risk to the user.

WHEN USING AN ELECTRICAL APPLIANCE, BASIC PRECAUTIONS SHOULD ALWAYS BE FOLLOWED, INCLUDING THE FOLLOWING:

Power supply, charging dock, and vacuum
contain electrical connections.

1. There are **NO** serviceable parts.
2. **DO NOT** use to vacuum any liquids.
3. **DO NOT** immerse in water or other liquids.
4. If vacuum is damaged, discontinue use.
5. To avoid fire, explosion, or injury,
inspect vacuum and charging dock for
any damage before use. **DO NOT** use
damaged vacuum or charging dock.
6. **DO NOT** use outdoors or on wet surfaces.
Use only on dry surfaces.
7. If vacuum cleaner is not working as it
should, or has been dropped, damaged,
left outdoors, or immersed in water,
return it to SharkNinja Operating LLC for
examination, repair, or adjustment.
8. **DO NOT** handle charger or vacuum
cleaner with wet hands.
9. **DO NOT** leave vacuum cleaner
unattended while powered on.
10. Keep vacuum away from heated surfaces.
11. Always turn off vacuum before
connecting charging dock.
12. Use only Shark® chargers and batteries.
Other types of batteries may burst,
causing injury and damage.
13. Use charging dock on flat and stable
surfaces only.
14. **DO NOT** incinerate appliance, even if it is
severely damaged, as lithium-ion battery
may explode in a fire.
15. Servicing can only be performed by

a qualified repair person using only
identical replacement parts. This will
ensure that the safety of the products is
maintained.

GENERAL USE

16. **DO NOT** carry the charger by the cord or
yank to disconnect from an outlet; instead,
grasp the plug and pull to disconnect.
17. Keep charger cord away from heated
surfaces.
18. Use only as described in this manual.
19. Keep your work area well lit.
20. To avoid unintentional starting, always
turn off the vacuum cleaner and remove
the battery pack before picking it up
or carrying it, and before attaching or
detaching the charger, dust cup, filter,
or any accessories.
21. **DO NOT** put any objects into openings.
22. **DO NOT** use if any opening is blocked;
keep free of dust, lint, hair, or anything
that may reduce airflow.
23. This vacuum is not a toy, and must not
be played with. Children over 8 years
old and persons with reduced physical,
sensory, or mental capabilities may only
use the vacuum with supervision or prior
safety instruction and an understanding
of the hazards involved. Children may not
clean or maintain the vacuum without
supervision.
24. **DO NOT** use without dust cup and filter
in place.
25. **DO NOT** use if airflow is restricted; if the
air paths become blocked, turn off the
vacuum cleaner. Clear all obstructions and
power on again.

SAVE THESE INSTRUCTIONS

26. Keep nozzle away from hair, face, fingers, uncovered feet, or loose clothing.
27. Only use manufacturer's recommended attachments.
28. **DO NOT** charge at temperatures below 50°F (10°C) or above 104°F (40°C). Charging improperly or at temperatures outside of the specified range may damage the battery and increase the risk of fire.
29. Store the appliance indoors. **DO NOT** use or store it below 37.4°F (3°C). Ensure the appliance is at room temperature before operating.
30. Always turn off the vacuum before connecting or disconnecting motorized nozzles, chargers, batteries, or other electrical or mechanical parts.

DUST CUP/FILTERS/ACCESSORIES

Before turning on the vacuum:

31. Make sure filter is thoroughly dry after routine cleaning.
32. Make sure dust cup and filter are in place after routine maintenance.
33. Make sure accessories are free of blockages and keep openings away from face and body.
34. Use only Shark® brand filters and accessories. Using other brands will void warranty.

GENERAL CLEANING

35. **DO NOT** vacuum up hard or sharp objects such as glass, nails, screws, or coins that could damage the vacuum cleaner.
36. **DO NOT** vacuum up drywall dust, fireplace ash, or embers.
37. **DO NOT** use as an attachment to power tools for dust collection.
38. **DO NOT** vacuum up smoking or burning objects such as hot coals, cigarette butts, or matches.
39. **DO NOT** vacuum up flammable or combustible materials (e.g., lighter fluid, gasoline, or kerosene) or use vacuum in areas where they may be present.
40. **DO NOT** vacuum up toxic solutions (e.g., chlorine bleach, ammonia, or drain cleaner).
41. **DO NOT** use in an enclosed space where vapors are present from paint, paint thinner, moth-proofing substances,

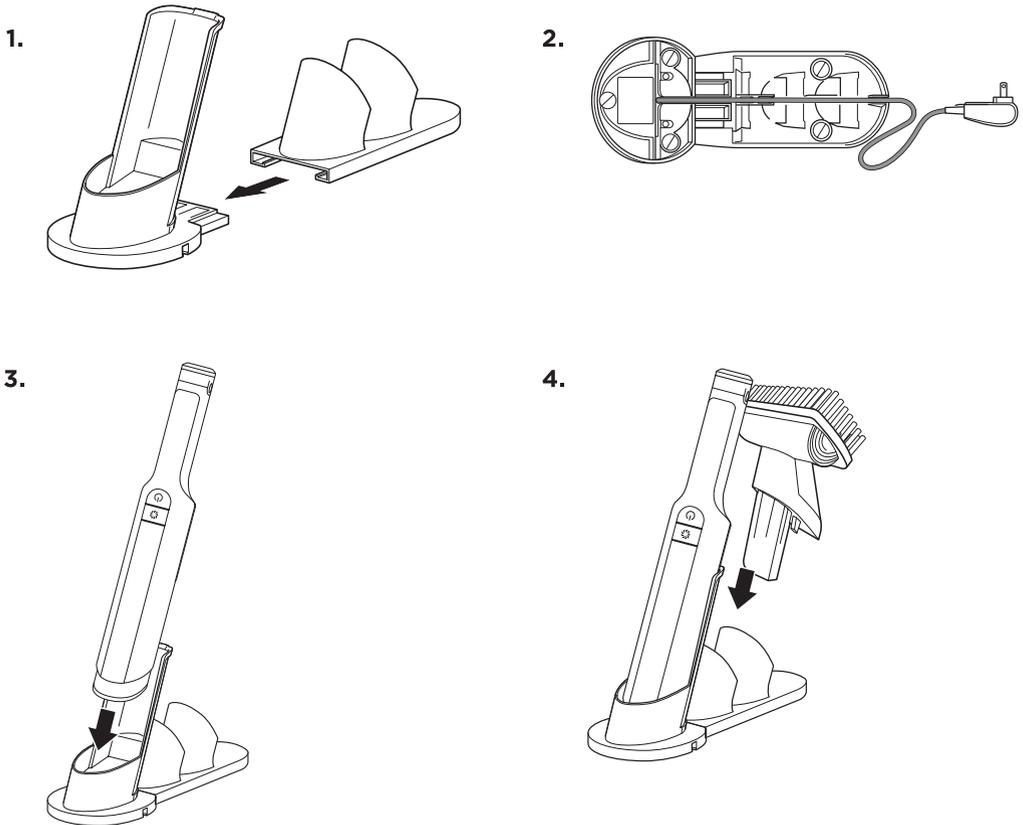
flammable dust, or other explosive or toxic materials.

42. **DO NOT** immerse vacuum cleaner in water or other liquids.
43. Use extra care when cleaning on stairs.

LITHIUM-ION BATTERY

44. The battery is the power source for the appliance. **DO NOT** carry the appliance with your finger on the power button. **DO NOT** charge appliance with the power on.
45. Use only the included charging dock XDOCKCWV to charge. Use of incorrect charger may create a risk of fire.
46. Use appliance only with included lithium-ion battery XSBT420. Use of any other battery may create a risk of injury and fire.
47. Under abusive conditions, liquid may be ejected from the battery. Avoid contact with liquid, as it may cause irritation or burns. If contact occurs, flush with water. If liquid contacts eyes, seek medical help.
48. Store the appliance indoors. To maintain battery life, **DO NOT** use or store battery at temperatures below 37.4°F (3°C) or above 104°F (40°C).
49. **DO NOT** expose battery pack to fire or temperature above 266°F (130°C) as it may cause explosion.
50. There are **NO** serviceable parts. To ensure safety, **DO NOT** modify or attempt to repair the battery pack
51. **DO NOT** use a battery pack of appliance that is damaged or modified. Damaged or modified batteries may exhibit unpredictable behavior resulting in fire, explosion or risk of injury.
52. When the battery pack is not in use, keep it away from other metal objects, like paper clips, coins, keys, nails, screws, or other small metal objects. Shorting the battery terminals increases the risk of fire or burns.
53. Remove the battery pack from the vacuum before making any adjustments, changing accessories, or storing the appliance. This preventative safety measure reduces the risk of starting the appliance accidentally.

CHARGING DOCK ASSEMBLY



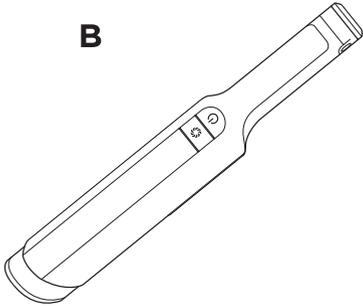
1. Slide the **Onboard Accessory Storage Attachment** onto the back of the **Charging Dock** until it clicks into place.
2. Route the cord through the grooves in the bottom of the charging dock and onboard accessory storage attachment, then through the slot in the back.
3. Slide the vacuum cleaner into the first opening on the charging dock and stand it up.
4. Slide the accessories into the openings on the onboard accessory storage attachment.

NOTE: To ensure the stability of the charging dock, be sure to attach the accessory storage attachment to the charging dock.

NOTE: Be sure to put accessories in the designated slots so the vacuum sits properly in the charging dock. Please see the sticker on the onboard accessory storage attachment for the correct placement of accessories.

WHAT'S INCLUDED

- A** Charging Dock
- B** Handheld Vacuum
- C** Onboard Accessory Storage Attachment
- D** Duster Crevice Tool (WV401/WV403)
- E** Crevice Tool (WV410)
- F** Pet Tool (WV410)
- G** Motorized Hand Tool (WV403 only)
- H** Lithium-Ion Battery (pre-installed)



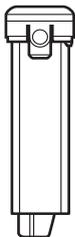
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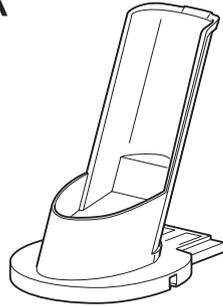
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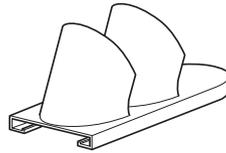
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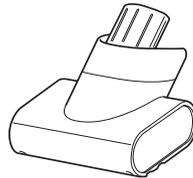
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E



G



LI-ION BATTERY

Prior to first use, charge the battery completely. A full charge takes approximately 3.5 hours.

RUNTIMES PER FULLY CHARGED BATTERY

The maximum operating time in ECO mode with one fully charged battery is 35 minutes.

In Use



Solid blue

Low Battery



Blinking

Charging

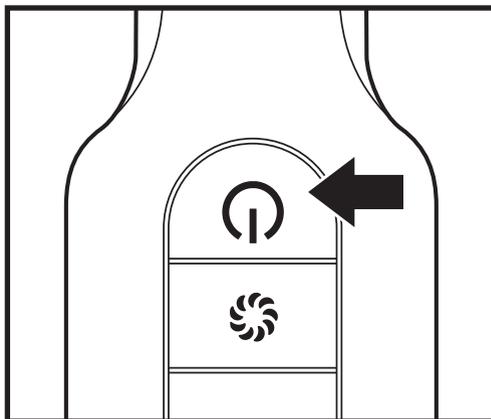


Fades in and out

Charged

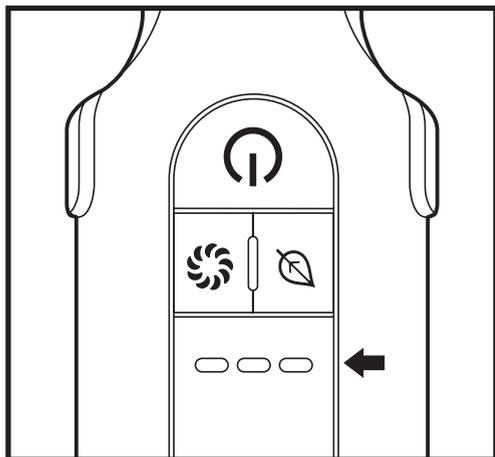


Dim



OR

BATTERY LED INDICATOR LIGHTS (WV403)



In Use

| | |
|--|---------------------------|
| | Full Charge |
| | Mid Charge |
| | Low Charge |
| | Nearly Empty or No Charge |

Charging

| | |
|--|-------------|
| | No Charge |
| | Mid Charge |
| | Nearly Full |
| | Full Charge |

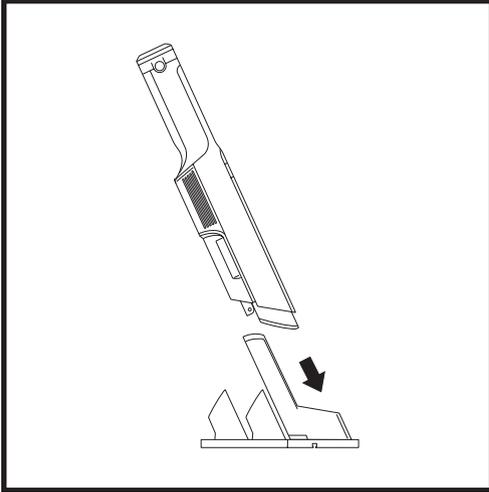
RECYCLING THE LI-ION BATTERY

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 authorized recycling center or to the retailer for recycling. Contact your local recycling center for information on where to drop off the spent battery.

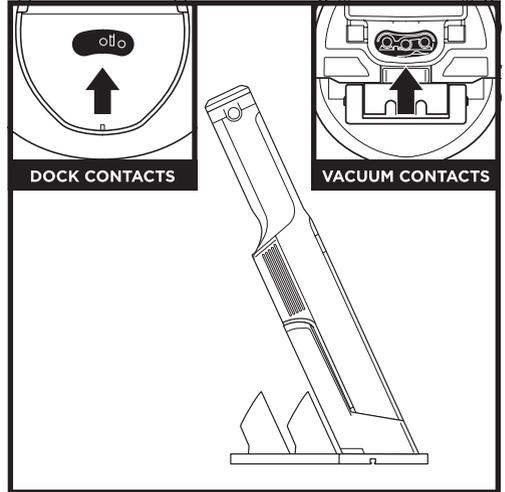
NOTE: The Shark battery, like all lithium-ion batteries, will naturally decrease in capacity over time from the 100% capacity of a new battery.

CHARGING

CHARGING WHILE IN STORAGE



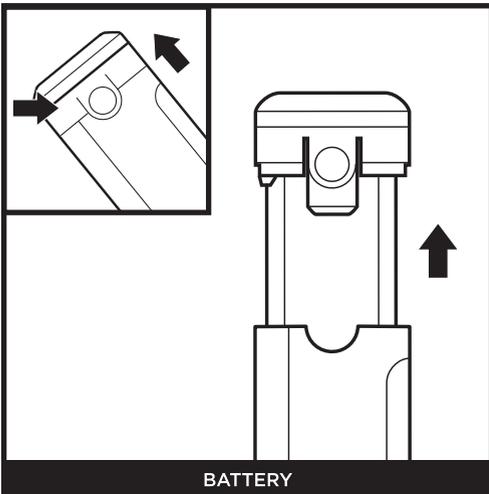
Plug the charging dock into a wall outlet. Charge the vacuum by sliding it into the charging dock nozzle-first.



Make sure the contacts on the vacuum are aligned with the contacts on the charging dock.

When charging is complete and you need to use the unit again, lift it off the charging dock.

REMOVING THE BATTERY



BATTERY

To remove the battery from the hand vacuum, press the release tabs on the battery cap and slide out the battery. To reinstall, slide the battery into the compartment in the handle until it clicks into place.

NOTE: When docked properly, the charging lights on the hand vacuum will blink, indicating that charging has begun. When charging is complete, all three indicator lights will remain on for 5 minutes, then shut off.

NOTE: The main unit comes with a partial charge. For maximum runtime, charge fully before first use (approximately 3.5 hours). Leaving the unit plugged in will not damage battery life.

USING YOUR VACUUM

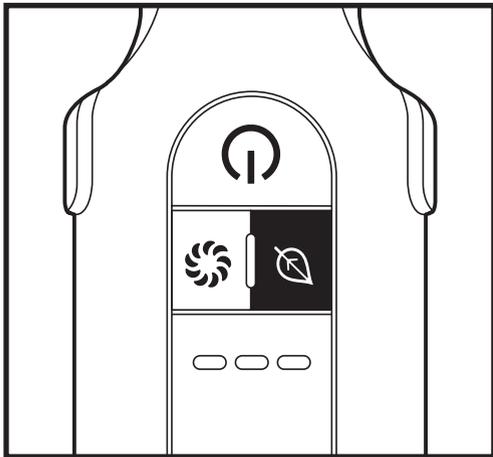
MODES



Press the **On/Off** button on the handle to go into Deep Clean mode. Press the power button again to turn off the vacuum.



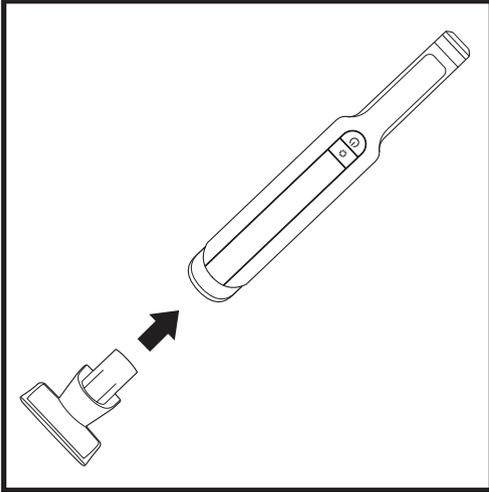
For an added boost of power, press the **Boost** button. Press again to return to Deep Clean mode.



Press the **ECO** button for noise reduction. Press again to return to Deep Clean mode. (WV403 Only)

USING YOUR VACUUM

USING ACCESSORIES



To attach an accessory to the hand vacuum, slide it into the opening in the nozzle. To remove the accessory, slide it off the nozzle.

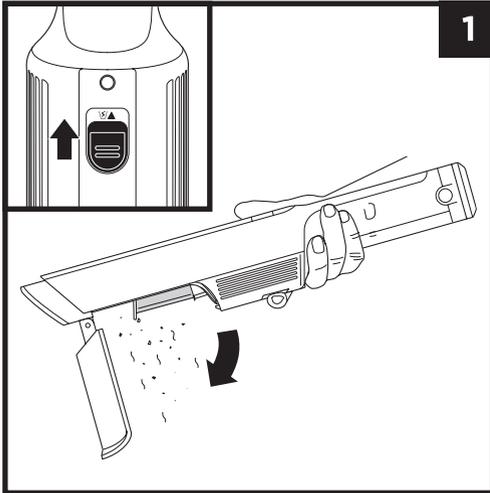
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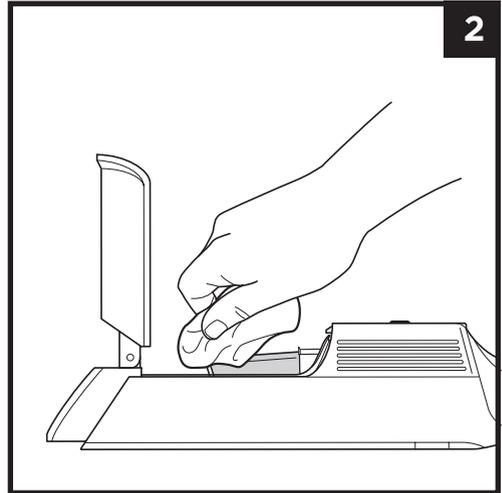
If your vacuum has One-Touch Accessory Release buttons, press the **One-Touch Accessory Release** buttons on either side of the handle to release an accessory from the hand vacuum.

MAINTAINING YOUR VACUUM

EMPTYING THE DUST CUP



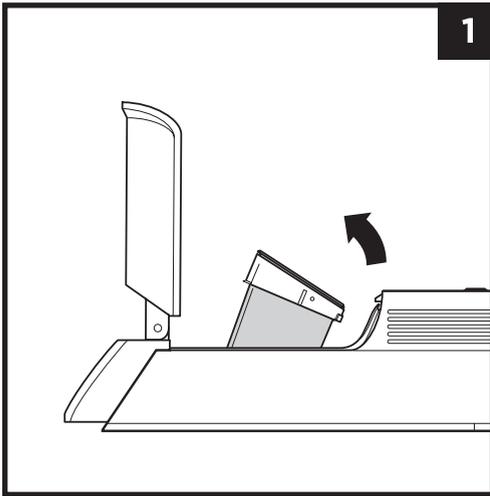
1. With the power off and the hand vacuum positioned over a trash receptacle, slide the Dust Cup release button near the handle, and the dust cup will drop open. Tap the filter screen lightly to knock off dust and debris.



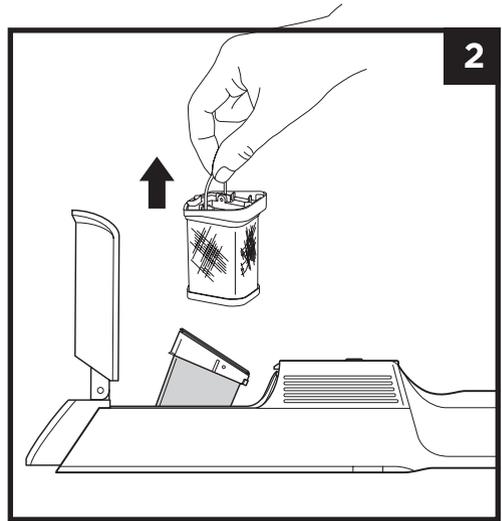
2. Wipe the screen inside the dust cup lightly with a dry cloth to remove dust and dirt.

MAINTAINING YOUR VACUUM

CLEANING THE FILTER



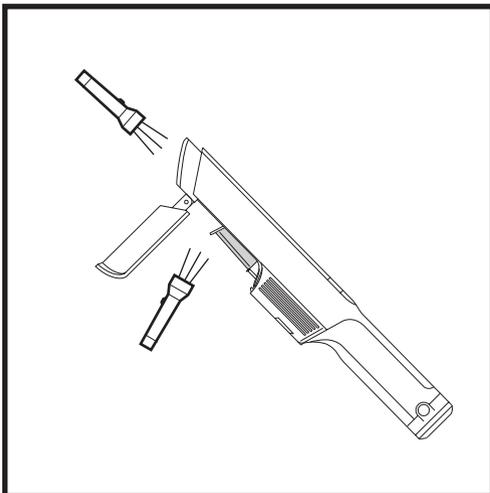
1. With the dust cup removed and the power off, pinch both sides of the filter housing and pivot it upward to access the filter.



2. Hold the filter housing over a trash receptacle. Lift the fabric filter by the metal ring to remove it from the housing. Tap lightly to remove any dust and debris, then rinse with water only. Let the filter air-dry for at least 24 hours or until completely dry before reinstalling.

CHECKING FOR BLOCKAGES

If you vacuum up a hard or sharp object or notice a noise change while vacuuming, check for blockages or objects caught in the vacuum.



1. Turn off the vacuum.
2. Check all intake openings to the dust cup and remove any debris or blockages.

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. Power button blinks white six times, in 2-second intervals.

(Refer to Checking for Blockages section for more information.)

- Check filters to see if they need cleaning. Follow instructions for rinsing and completely air-drying the filters before reinstalling them.

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 power and check the battery indicator lights on the vacuum. If recharging is needed, make sure vacuum power is off before charging.
2. Empty dust cup and clean filters (See the Cleaning the Dust Cup and Filter section).
3. Check 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. Press the On/Off button to restart the vacuum.

NOTE: If vacuum still does not operate properly, contact Customer Service at **1-800-798-7398** or **sharkclean.com/support**.

TROUBLESHOOTING

| POWER BUTTON | WHAT IT MEANS | WHAT TO DO |
|--|---|--|
| ECO mode button blinks 5 times in 2-second intervals, then stops. | Charger over voltage or overcurrent. | Make sure that you are using the Shark® charging dock. Do not use any other brands of chargers or batteries. If you are using the correct Shark charging dock and the problem persists, contact Customer Service at 1-800-798-7398. |
| The Power, Boost mode, and ECO mode buttons are all blinking. | The battery is not properly inserted in the vacuum cleaner. | If available, try another battery. Make sure the battery is installed correctly. To install, slide the battery into the compartment until it clicks into place. If the problem persists, contact Customer Service at 1-800-798-7398. |
| ECO mode button blinks 10 times in 2-second intervals, then stops. | Overcurrent or short. | With the power off, check the nozzle opening for jams or clogs. Remove any obstructions. If the problem persists, contact Customer Service at 1-800-798-7398. |
| Boost mode and ECO mode buttons blink 5 times in 2-second intervals, then stop. | Communication. | Call Customer Service at 1-800-798-7398. |

| WV410 | | |
|---|-----------------------|---|
| Vacuum shuts off. Power button blinks 5 times in 2-second intervals, then stops. | Low voltage start. | With the power off, check the nozzle opening for blockages. Remove any obstructions. Allow unit and battery to cool for at least 45 minutes, returning to room temperature. The battery may need to be charged. Charge completely (approximately 3.5 hours) by placing the vacuum on the charging stand. If problem persists, contact Customer Service at 1-800-798-7398. |
| Boost mode button is blinking. | Motor is overheating. | Allow the vacuum cleaner and battery to cool to room temperature for about 45 minutes. While waiting, refer to the cleaning section and remove any blockages. These can impede airflow. The unit can be placed on the charger and will start charging when it has reached normal temperature. |
| Boost mode button blinks 5 times in 2-second intervals, then stops. | Overspeed. | With the power off, check the nozzle opening for jams or clogs. Remove any obstructions. If the problem persists, contact Customer Service at 1-800-798-7398. |

TROUBLESHOOTING

IF YOUR VACUUM HAS THREE BATTERY LED INDICATOR LIGHTS, FOLLOW THE TROUBLESHOOTING BELOW.

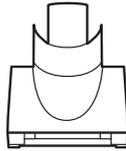
| BATTERY LED INDICATOR | WHAT IT MEANS | WHAT TO DO |
|---|--|--|
| <p>All 3 battery indicator LEDs are blinking.</p>  | <p>The battery is not properly inserted in the vacuum cleaner.</p> | <p>If available, try another battery. Make sure the battery is installed correctly. To install, slide the battery into the compartment in the handle until it clicks into place. If problem persists, contact Customer Service at 1-800-798-7398.</p> |
| <p>1st and 3rd LEDs are blinking.</p>  | <p>Motor is overheating.</p> | <p>Allow the vacuum cleaner and battery to cool to room temperature for about 45 minutes. While waiting, refer to the cleaning section and remove any blockages. These can impede airflow. The unit can be placed on the charger and will start charging when it has reached normal temperature.</p> |
| <p>1st and 2nd LEDs are blinking.</p>  | <p>Overcurrent or short.</p> | <p>With the power off, check the nozzle opening for jams or clogs. Remove any obstructions. If problem persists, contact Customer Service at 1-800-798-7398.</p> |
| <p>1st LED is blinking.</p>  | <p>Battery needs to be charged.</p> | <p>Charge the battery by sliding the vacuum into the charging dock nozzle-first. Make sure the contacts on the vacuum are aligned with the contacts on the charging dock.</p> |
| <p>2nd LED is blinking.</p>  | <p>Overspeed.</p> | <p>With the power off, check the nozzle opening for jams or clogs. Remove any obstructions. If problem persists, contact Customer Service at 1-800-798-7398.</p> |
| <p>3rd LED is blinking.</p>  | <p>Communication.</p> | <p>Call Customer Service at 1-800-798-7398.</p> |
| <p>2nd and 3rd LEDs are blinking.</p>  | <p>The charging dock may be defective.</p> | <p>Make sure that you are using the Shark® charging dock. Do not use any other brands of chargers or batteries. If you are using the correct Shark charging dock and the problem persists, contact Customer Service at 1-800-798-7398.</p> |

- A Duster Crevice Tool**
- B Motorized Hand Tool**
(Only for the WV403)
- C Upholstery Tool**
- D Wide Upholstery Tool**
- E Replacement Battery**
- F Pet Tool**
- G Battery Charging Sleeve**

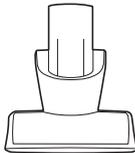
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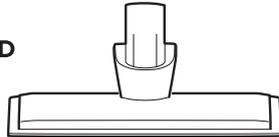
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C



D



E



F



G





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® vacuum.

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sharkclean.com

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