

## TROUBLESHOOTING AND FREQUENTLY ASKED QUESTIONS

# Shark NINJA

### TWO (2) YEAR LIMITED WARRANTY

The Two (2) 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 two (2) 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?

- The original unit and/or non-wearable parts deemed defective, in SharkNinja's sole discretion, will be repaired or replaced up to two (2) years from the original purchase date.
- 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?

- Normal wear and tear of wearable parts (such as batteries, 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](http://sharkaccessories.com).
- Any unit that has been tampered with or used for commercial purposes.
- Damage caused by misuse, abuse, negligent handling, failure to perform required maintenance (e.g., not replacing the filters), or damage due to mishandling in transit.
- Consequential and incidental damages.

- 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.

- 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](http://sharkclean.com/support) for product care and maintenance self-help. Our Customer Service Specialists are also available at **1-855-523-4061** to assist with product support and warranty service options, including the possibility of upgrading to our VIP warranty service options for select product categories. So we may better assist you, please register your product online at [registryyourshark.com](http://registryyourshark.com) and have the product on hand when you call.

SharkNinja will cover the cost for the customer to send in the unit to us for repair or replacement. A fee of \$25.95 (subject to change) will be charged when SharkNinja ships the repaired or replacement unit.

#### How to initiate a warranty claim


You must call **1-855-523-4061** to initiate a warranty claim. You will need the receipt as proof of purchase. We also ask that you register your product online at [registryyourshark.com](http://registryyourshark.com) and have the product on hand when you call, so we may better assist you. 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.

### IMPORTANT INFORMATION

#### REGISTER YOUR PURCHASE

 [registryyourshark.com](http://registryyourshark.com)

 Scan QR code using mobile device



#### BATTERY REMOVAL AND DISPOSAL

This remote control uses 2 AAA batteries. When the remote batteries no longer have a charge, they should be removed from the remote and recycled. DO NOT incinerate or compost the product with its integral battery or the remote batteries. When your remote batteries need to be replaced, dispose of them or recycle them in accordance with local ordinances or regulations. In some areas, it is illegal to place spent batteries in the trash or in a municipal solid waste stream. Return spent batteries to an authorized recycling center or to retailer for recycling. Contact your local recycling center for information on where to drop off the spent batteries.



#### FCC WARNINGS

Note: This unit has been tested and found to comply with FCC limits for Class B digital devices. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This unit generates, uses, and can radiate radio frequency energy, and if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

To see if this unit interferes with radio or television reception, try turning it off and on.

To correct any interference:

- Reorient or relocate the receiving antenna.
- Increase the distance between the unit and the receiver.
- Connect the unit to a different outlet than the receiver.
- Consult the dealer or an experienced technician for help.

Caution: Any changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate it.

#### RECORD THIS INFORMATION

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

Serial Number: \_\_\_\_\_

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

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

#### TECHNICAL SPECIFICATIONS

Voltage: 120V~ 60Hz / 1.6A  
Watts: 1500W

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 underside of the fan head.

#### 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® fan.

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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](http://sharkninja.com/patents) for more information.

### GENERAL USE

<b>How do I take my fan apart?</b>	We do not recommend taking your unit apart as it is only safe to operate when fully assembled. However, it is possible to disassemble if you need to ship it back to us. You will need a screwdriver. 1. Remove the fan blade. Make sure the blade is pointing forward, then give a strong pull on the blade and it should come out. It is normal for this to require a fair amount of force. 2. Next, remove the pole from the base. (You will need the screwdriver.) Rotate the unit all the way to the left, then slot the screwdriver into the opening behind the pole to unclip it. Rotate the pole counterclockwise to remove it. 3. To remove the base from the plate, insert the screwdriver into the opening on the bottom of the base plate to unclip it. Next, rotate the base counterclockwise to remove it from the plate.
<b>How do I switch from fan mode to heat mode?</b>	Rotate the Heat/Fan Dial on the pole to switch between fan mode and heat mode. Turn the dial to the horizontal position for heat mode, or vertical for fan mode. The lights on the on-unit display and the remote control will change to red when the unit is in heat mode, or blue when it is in fan mode.
<b>Why are the fan blades not moving or tilting?</b>	Make sure that the blade has been firmly installed into the unit. While keeping the other side of the fan stable, push the blade against the pole until there is no gap between them. When the blade is installed correctly, it will click securely into place.
<b>Why is the fan unsteady?</b>	Make sure the fan has been assembled correctly and that all parts have been completely clicked into place. Check the connection points where the base meets the base plate, and where the pole connects to the base. If the fan is still unsteady, disconnect the parts, then reassemble them, making sure they all click securely into place. For information on disconnecting the parts, see "How do I take my fan apart?" above.
<b>Why has the airflow become less powerful over time?</b>	The Dust Defense panel and mesh filter may need cleaning. Excessive dust and debris in the filter could cause a reduction in airflow power. For cleaning instructions, see "How do I clean my fan?" below.
<b>Where do I put the remote?</b>	You can store the remote on the magnetic mount on top of the pole where the sticker has an outline of the remote.

### MODES AND FUNCTIONS

<b>Why is my fan changing speeds on its own?</b>	The fan may be in Natural Breeze mode, which changes automatically to simulate natural wind. To a different fan mode, press the mode button on the remote.
<b>Why are the lights on the remote or the on-unit display not illuminated?</b>	The lights on your screen and remote will turn off after 20 seconds. To wake them up, you can press any button on the remote or screen.
<b>Why is my heater changing speeds on its own?</b>	The heater may be in Thermo IQ Mode,™ which adjusts heater output based on the current room temperature. Thermo IQ will operate by producing heat until it reaches the temperature that you set on the unit. To change the set temperature, use the arrows on the remote or on-unit display.
<b>Why are the lights dim?</b>	The fan may be in Sleep Mode, which dims the lights. To change to a different mode, press the mode button on the remote. The dimness can also be adjusted by pressing the Brightness button on the on-unit display.
<b>Why did my unit turn off on its own?</b>	In Thermo IQ Mode, the unit will turn off once the room has reached your target temperature. Additionally, as a safety measure, the unit will turn off if the room temperature ever reaches 100 degrees Fahrenheit, or after 8 hours of inactivity when on heat mode. In other instances, the unit will turn off if Timer mode was activated. The timer will turn the unit off after 1 to 8 hours. To turn off the timer, press the Timer button on the remote until it reads "0" on the remote screen.
<b>Why does my fan not beep or chime when I press buttons?</b>	Your fan may be in Mute Chime mode. Hold down the timer and oscillation buttons on the remote for 3 seconds to disable the feature.
<b>Why is the heat output low?</b>	The unit may not be in the optimal heat setting. There are three different heat modes, each optimized for different scenarios. When the Heat/Fan Dial is set to heat, press the mode button to cycle through all 3 modes. The lowest heat level is Comfort mode, intended to be used at close range for long periods of time. Use Focus mode to warm a personal space from further away. In Thermo IQ mode, you can set the temperature, and the unit will generate the ideal amount of heat to achieve and sustain that temperature.
<b>How do I disable beeping or chiming?</b>	Hold down the timer and oscillation buttons on the remote at the same time for 3 seconds to mute chiming. Repeat to turn chiming back on.

### MAINTENANCE

<b>How often should I clean the fan and the Dust Defense filter?</b>	We recommend cleaning the fan every 6 months or as needed. For cleaning instructions, see "How do I clean my fan?" below.
<b>How do I clean my fan?</b>	To clean the exterior of the fan, wipe it down with a microfiber cloth dampened with warm, soapy water. To prevent damage, do not use abrasive chemical cleaners or excess water. To clean the Dust Defense panel, remove it from the unit by gently pulling on the finger tab. (Note: The mesh filter does not need to be removed from the Dust Defense panel.) Use a vacuum cleaner on low speed with a soft brush attachment to clean the panel, or wipe the panel and mesh filter with a cloth or towel to remove debris. Do NOT use abrasive chemical cleaners. Optional: If debris is stuck in between the mesh filter and the Dust Defense panel, remove the filter by gently pulling it out of the tabs on the panel. Rinse the filter and the panel with room-temperature tap water. Allow all parts to completely air-dry for up to 12 hours before reinstalling. Do NOT use the fan when the mesh filter is wet. Reinsert the mesh filter, then reinstall the Dust Defense panel by inserting the tabs on the bottom of the panel into the indents on the unit, then push the panel in until it clicks into place.