Shark

Lift-Away® XL

UV550

Series

INSTRUCTIONS

sharkclean.com
**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 canister. 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).
   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 unplugging in or unpluging 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 put anything other than hair, fibers, or string wrapped around the brushroll.
28. Allow all filters to air-dry completely before replacing in the vacuum. 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 clips during storage.
THANK YOU
for purchasing the Shark® Lift-Away® XL

REGISTER YOUR PURCHASE
registryyourshark.com

RECORD THIS INFORMATION
Model Number: ____________________________
Date Code: ____________________________
Date of Purchase (Keep receipt): ____________
Store of Purchase: __________________________

TECHNICAL SPECIFICATIONS
Voltage: 120V, 60Hz
Watts: 1200W
Amps: 10A

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 Lift-Away XL.
If you have any questions, please call Customer Service line at 1-800-798-7398.

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Scan QR code using mobile device.

TIP: You can find the model number on the rating label located on the back of your unit.

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

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GETTING STARTED

PARTS:
- a Handle with Stretch Hose
- b Accessory Holder
- c Wand
- d Detachable Canister
- e Motorized Floor Nozzle
- f Air-Driven Pet Power Brush
- g 8" Crevice Tool
- h Dusting Brush

NOTE: There are a variety of accessories that are compatible with this vacuum series. The top flap of your box shows the select accessories that are included with your model.

USING YOUR VACUUM IN UPRIGHT MODE

Use your Shark® Lift-Away® XL vacuum cleaner in upright mode, or lift away the canister to clean hard-to-reach areas above the floor.

1 UPRIGHT VAC
Upright vacuuming for cleaning both floors and carpets. (Fig. 6)

2 DETACHABLE CANISTER
Take the detachable canister with you around the house to clean hard-to-reach places. (Fig. 7)

ACCESSORIES:
CREVICE TOOL
Reach deep into narrow spaces and clean between cushions, under radiators and baseboards, and in hard-to-reach crevices and corners. (Fig. 1)

DUSTING BRUSH
Dust shelves, lampshades, window blinds, books, furniture, and other upholstered household items. (Fig. 2)

ACCESSORY HOLDER
Designed to hold the crevice tool and dusting brush for quick access when vacuuming and cleaning around the house. (Fig. 3)

AIR-DRIVEN PET POWER BRUSH
This unique tool was engineered for fast and easy removal of pet hair and ground-in dirt from carpeted stairs and upholstery. (Fig. 4)
ASSEMBLING YOUR VACUUM

1. Place the floor nozzle on a level surface.

2. Align the detachable canister over the tube on the floor nozzle. Lower the canister onto the floor nozzle until it clicks securely into place. (Fig. 8)

   When attaching the motorized floor nozzle, ensure that the latching mechanism is fully locked in place to ensure electrical connection has been made.

3. Insert the wand into the tube on the back of the canister, pressing until it clicks securely into place. (Fig. 9)

4. Align the tab in the accessory holder (a) with the groove in the wand, then slide the holder down over the wand. (Fig. 10)

5. Push the handle (b) onto the top of the wand until it clicks into place. (Fig. 10)

6. Insert the end of the stretch hose (c) into the connector on the back of the canister. (Fig. 10)

7. Store the dusting brush (d) and the crevice tool (e) on the mounts of the accessory holder. (Fig. 10)

POWER CORD:
1. Rotate the upper cord clip to quickly release the power cord.

2. Secure the power cord by wrapping it around the cord clips (a). (Fig. 11)

SETTINGS:

1. Press the Selector switch (b) to Setting I to vacuum bare floors (straight suction only) or to Setting II to engage the brushroll (for vacuuming carpets and rugs). (Fig. 11)

   - Brushroll ON
   - Bare Floor
   - OFF

BRUSHROLL INDICATOR LIGHT:
1. The brushroll indicator light (c) will illuminate green when the brushroll is on, or red if there is a blockage or jam. (Fig. 11)

   This feature is designed to protect your Lifetime Belt that powers your brushroll. See Checking for Blockages on page 15.

2. To activate the brushroll, step lightly on the floor nozzle, then tilt the handle back. (Fig. 12)

   NOTE: The brushroll will not spin unless the nozzle is flat against the floor and the handle is tilted back.

3. Increase or decrease suction power by adjusting the suction release collar (d) on the handle. (Fig. 11)

   If the vacuum seems difficult to push or pull, or if it is lifting up area rugs, reduce suction by rotating the collar counterclockwise. To increase suction and to vacuum floors, rotate the collar clockwise.

4. Empty dust cup after vacuuming and periodically during use when it appears full. (See Maintenance section for instructions.)

5. When you are finished vacuuming, move the switch to the Off position.
LIFT-AWAY® DETACHABLE CANISTER FOR PORTABLE CLEANING

1. Press the Lift-Away button, then lift the canister off the floor nozzle.
2. To clean with the handle, press the Handle Release button (a) and lift the handle out of the wand. To clean with longer reach, press the Wand Release button (b) and lift off the wand. (Fig. 13)
3. Attach desired accessory onto the end of either the wand or the handle.
4. Move the selector switch to Setting I (Bare Floor) for above-floor cleaning. (Fig. 14)

LIFT-AWAY® CLEANING WITH NOZZLE

1. Press the wand release button and pull the wand up.
2. Attach floor nozzle onto the end of the wand. (Fig. 16)
3. Move the selector switch to the Setting I.

NOTE: The brushroll will not spin in Lift-Away mode.

ABOVE-FLOOR CLEANING

1. Press the handle release button to detach the handle or press the wand release button to detach the wand.
2. Attach desired accessory onto the end of either the wand or the handle. (Fig. 15)
3. Your vacuum has tremendous suction power. Increase or decrease suction power by adjusting the suction release collar on the handle. To reduce suction for lighter jobs such as cleaning delicate surfaces like drapes, rotate the collar counterclockwise. To increase suction when cleaning floors or using accessories, rotate the collar clockwise. (Fig. 15)
4. Move the selector switch to Setting I for above-floor cleaning.

Use the handle on top of the dust cup to easily lift and carry the canister.
STORE YOUR VACUUM SAFELY

1. Attach canister to floor nozzle to go into upright mode.
2. Rotate the upper cord clip to its upright position and coil the power cord loosely around the two clips. Clip the plug onto the cord to secure. (Fig. 17)
3. Store the dusting brush and the crevice tool on the mounts on the accessory holder.
4. Store your vacuum cleaner safely in a cool, dry area where it will not be a hazard, will not be damaged, and will not cause damage to anyone or anything.

NOTE: Empty dust cup after cleaning and prior to storing. (See Maintenance section for instructions.)

MAINTENANCE

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<th>MAINTENANCE SCHEDULE</th>
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<td>Empty each time you vacuum.</td>
</tr>
<tr>
<td>2 Pre-Motor Foam Filter</td>
<td>Rinse and air-dry every 3 months under normal use.</td>
</tr>
<tr>
<td>3 Pre-Motor Felt Filter</td>
<td>Rinse and air-dry every 3 months under normal use.</td>
</tr>
<tr>
<td>4 Post-Motor HEPA Filter</td>
<td>Clean once every 2 years or as needed.</td>
</tr>
</tbody>
</table>

EMPTYING THE DUST CUP

The dust cup needs to be emptied each time you vacuum and periodically during cleaning, when the dust cup appears full.

1. Remove the dust cup by lifting the side latches. (Fig. 18)
2. Hold the dust cup over a trash receptacle and press the bottom door release button. (Fig. 19) Tap gently to empty contents. Press the door shut again until it clicks.
3. If needed, turn the dust cup upside down over the trash receptacle and press the top door release button. (Fig. 20) Tap gently to remove contents.
4. Debris may get stuck to the screen filter inside the dust cup. Use a dry cloth or paper towel to remove debris. Press the top door shut again until it clicks.
5. Replace the dust cup on top of the canister. Hook the two latches onto the tabs on the sides of the dust cup and push down to lock.
6. If needed, turn the dust cup upside down over the trash receptacle and press the top door release button. (Fig. 20) Tap gently to remove contents.
7. Debris may get stuck to the screen filter inside the dust cup. Use a dry cloth or paper towel to remove debris. Press the top door shut again until it clicks.
8. Replace the dust cup on top of the canister. Hook the two latches onto the tabs on the sides of the dust cup and push down to lock.

CLEANING THE PRE-MOTOR FILTERS

1. Remove the dust cup.
2. Pull the 2 filters out from the top of the canister. (Fig. 21)
3. Rinse the filters thoroughly in lukewarm water until the water runs clear.

NOTE: The material in the filter will discolor over time. This is normal and will not affect the performance of the filter.
4. Squeeze out excess water and let air-dry for at least 24 hours before replacing.

DO NOT use a hair dryer or other heating methods to dry.
5. Reinsert the felt filter first, then the foam filter.
6. Replace the dust cup.
When your brushroll needs cleaning or locks onto an object, it automatically shuts down. The indicator light will illuminate red, warning you to turn off the vacuum and clear the blockage immediately. The light will reset once the blockage has been cleared and power has been cycled on and off or the vacuum has been locked in the upright position.

1. Detach the motorized floor nozzle from the canister.
2. Inspect the airway and the brushroll. Remove any debris buildup. With scissors, carefully cut away any fibers or hair wrapped around the brushroll. Avoid damaging or cutting the bristles. (Fig. 25)

CLEANING THE AIR-DRIVEN PET POWER BRUSH

1. Slide the locking latch (a) forward and lift off the brushroll housing. (Fig. 26)
2. Carefully remove any blockage or debris and use scissors to cut away any buildup of hair or string wrapped around the brushroll.
3. To reassemble, insert the tabs on the front edge of the brushroll housing into the matching holes in the top half and tilt it back down until it clicks into place. (Fig. 27)

CHECKING FOR BLOCKAGES

Blockages may cause your vacuum to overheat and shut down. To prevent this from happening, check potential blockage areas after heavy use, or if you detect a loss of suction or poor cleaning performance.

1. Dust Cup
   Dust cup may be full. Empty dust cup.
2. Pre-Motor & Post-Motor Filters
   Pre-motor filters require washing every 3 months for optimum performance. The post-motor HEPA filter needs to be washed every 2 years. Ensure that all the filters are clean.
3. Accessories
   • Check intake openings:
     - Wand
     - Dusting Brush
     - Crevice Tool
     - Air-Driven Pet Power Brush

4. Hose and Connections to Vacuum
   • Detach the stretch hose from the back of the canister by squeezing the tabs together and pulling up. (Fig. 28) Straighten out the hose and look inside for blockages.
   • Remove the dust cup and wand and detach the canister from the motorized floor nozzle. Look in all 4 openings for any blockages. (Fig. 29)
5. Motorized Floor Nozzle
   • Detach the hose on the motorized floor nozzle. Pull the bottom of the hose out of the connector, and release the top of the hose by squeezing the tabs together. Check the hose and the openings for blockages. (Fig. 30)
**ORDERING ADDITIONAL PARTS**

1. Pre-Motor Filter Set XFF350
2. HEPA Filter XHF350
3. Dusting Brush 172FFJ
4. Pet Upholstery Tool 261FFJ46
5. 8” Crevice Tool 173FFJ
6. Air-Driven Pet Power Brush 119FFJ

To order additional parts or accessories go to sharkaccessories.com or contact Customer Service: 1-800-798-7398.

**TROUBLESHOOTING GUIDE**

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<th>PROBLEM</th>
<th>POSSIBLE REASONS &amp; SOLUTIONS</th>
</tr>
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<tbody>
<tr>
<td>Vacuum is not picking up dirt.</td>
<td>Check filters to see if they need cleaning. Follow instructions for rinsing and drying the filters before reinserting back into the vacuum. (See Maintenance sections for instructions.) Dust cup may be full; empty dust cup. Check hose and hose connections for blockages; clear blockages if required. If dust cup is empty, and attachment inlets are clear, check for other blockages. (See Checking for Blockages for instructions.)</td>
</tr>
<tr>
<td>Vacuum lifts area rugs (lightweight, movable rugs).</td>
<td>Suction is powerful. Take care when vacuuming area rugs or rugs with delicately sewn edges. Rotate the suction release collar on the handle counterclockwise to decrease suction power. Move the selector switch to Setting I (Bare Floor) to disengage the brushroll.</td>
</tr>
<tr>
<td>Airflow is restricted. No suction or light suction.</td>
<td>Check filters to see if they need cleaning. Follow instructions for rinsing and drying the filters before reinserting back into the vacuum. Dust cup may be full; empty dust cup. Check hose, hose connections, nozzles, and accessories for blockages; clear blockages if required. Rotate the suction release collar on the handle clockwise to increase suction power. If dust cup is empty, and attachment inlets are clear, check for other blockages.</td>
</tr>
<tr>
<td>Brushroll does not spin.</td>
<td>Immediately turn off and unplug vacuum, disconnect the nozzle, and remove any blockage before reconnecting and turning vacuum back on. Step lightly on the floor nozzle and tilt the handle back to engage the brushroll. Move the selector switch to Setting II (Brushroll).</td>
</tr>
<tr>
<td>Vacuum turns off on its own.</td>
<td>This vacuum cleaner is equipped with a motor protective thermostat. If for some reason your vacuum overheats, the thermostat will automatically turn the unit off. Should this occur, perform the following steps to restart the motor thermostat: 1. Move the selector switch to the Off position. 2. Unplug the vacuum. 3. Empty dust cup and clean filters. 4. Check for blockages in hose, accessories, and inlet openings. 5. Allow the unit to cool for a minimum of 45 minutes. 6. Plug in vacuum. 7. Move the selector switch to Setting I (Bare Floor) to restart the vacuum. Note: If vacuum still does not start, contact Customer Service at: 1-800-798-7398.</td>
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To purchase replacement parts, please visit sharkaccessories.com or contact Customer Service: 1-800-798-7398.
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 that 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.

Product Registration

Please visit registeryoursshark.com or call 1-800-798-7398 to register your new Shark® product within ten (10) days of purchase. You will be asked to provide the store name, date of purchase and model number along with your name and address.

The registration will enable us to contact you in the unlikely event of a product safety notification. By registering you acknowledge to have read and understood the instructions for use, and warnings set forth in the accompanying instructions.