

# ***Shark***<sup>®</sup>

## **Rotator<sup>®</sup>**

**NV95 Series**

### **OWNER'S GUIDE**

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THANK YOU  
for purchasing the Shark® Rotator® Upright Vacuum Cleaner.



- 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.

REGISTER YOUR PURCHASE

- [registeryourshark.com](https://registeryourshark.com)
- Scan QR code using mobile device

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 Rotator upright vacuum cleaner.

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# 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.

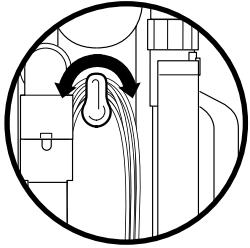
# SAVE THESE INSTRUCTIONS

## 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.

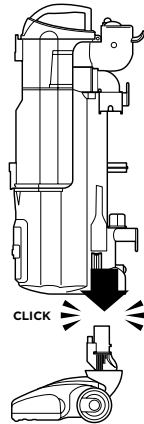
# ASSEMBLING YOUR VACUUM

**TIP:** For quick cord access, rotate upper hook down and remove cord.



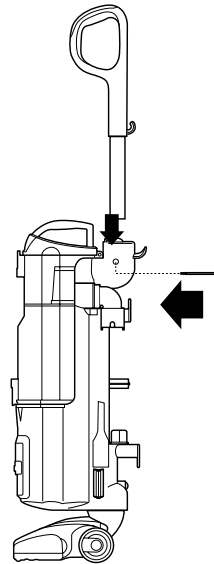
**TIP:** To store your vacuum, wrap cord around cord hooks.

## STEP 1



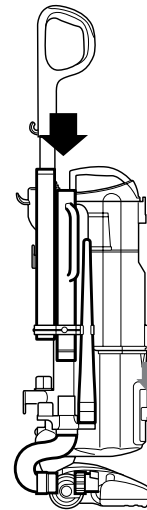
**1** Place the vacuum pod onto floor nozzle.

## STEP 2



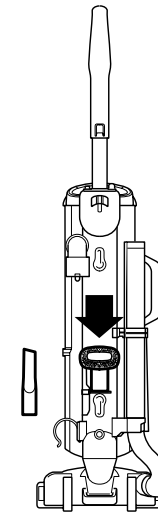
**2** Slide handle into top and secure with the provided bolt.

## STEP 3



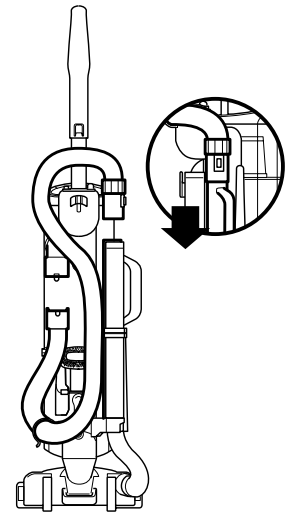
**3** Insert extension wand through tool caddy and lower coupling. Connect wand to top of nozzle hose.

## STEP 4



**4** Insert the crevice tool and dusting brush into the accessory clips as shown.

## STEP 5



**5** Route hose through lower hose clip, then over hose holder at top of vacuum pod. Connect hose to top of wand.

## USING YOUR VACUUM IN UPRIGHT MODE

**NOTE:** The brushroll will only spin when the handle is tilted back.

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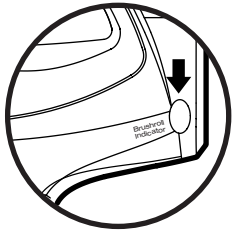
### WHAT DOES THE BRUSHROLL INDICATOR LIGHT MEAN?

#### **Solid Green**

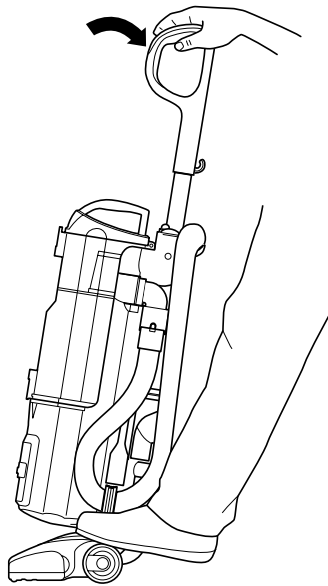
The brushroll is on and working as it should.

#### **Solid Red**

There is a jam in the brushroll area. Turn your vacuum off and remove the blockage.

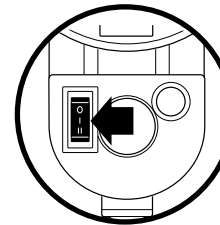


### STEP 1



- 1 Place your foot gently on the floor nozzle and tilt the handle back to start cleaning.

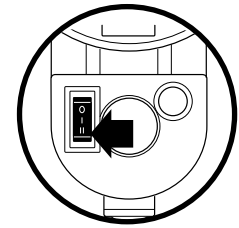
### STEP 2



**Setting I, Bare Floor**

- 2 Set the power selector switch to setting I to vacuum bare floors, area rugs and other delicate surfaces, or when using cleaning accessories. The brushroll will not spin.

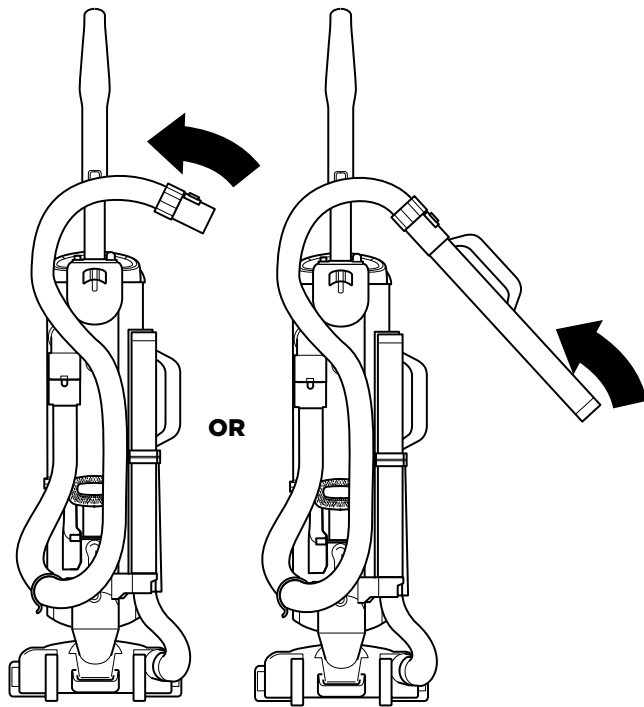
### STEP 3



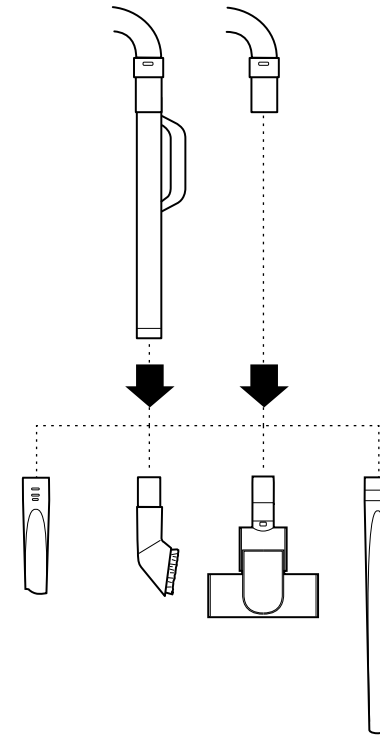
**Setting II, Carpet**

- 3 To vacuum carpets, set the power selector switch to setting II to engage the brushroll. The brushroll indicator light will illuminate GREEN.

## USING YOUR VACUUM IN ABOVE-FLOOR MODE



- 1 To clean hard-to-reach areas, detach the hose from the extension wand. For more reach, detach the extension wand.



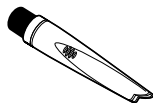
- 2 Attach desired cleaning accessory to hose or wand. To increase or decrease suction, adjust the suction control button at the end of the hose.

## COMPATIBLE ACCESSORIES

There are a variety of accessories that are compatible with this vacuum series.

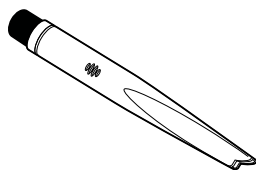
The top flap of your box shows the select accessories that are included with your model.

**To purchase additional accessories, go to [sharkaccessories.com](http://sharkaccessories.com).**



### **A 5.5" Crevice Tool**

Gives you extended cleaning reach for small spaces.



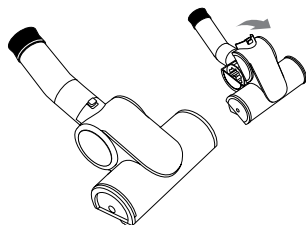
### **B 16" Crevice Tool**

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



### **C Dusting Brush**

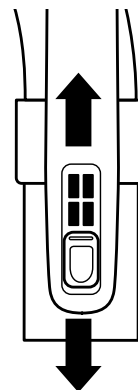
Cleans debris and dust on delicate surfaces.



### **D Power Brush**

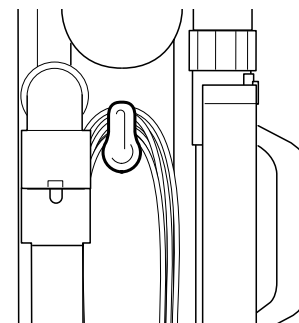
Designed to remove pet hair and ground-in dirt from carpeted stairs and upholstery.

## HELPFUL TIPS



### **SUCTION CONTROL**

- 1 Slide the suction control button at the end of the hose forward to reduce suction on carpets for increased maneuverability and to clean delicate surfaces. To increase suction, slide the button back.



### **CORD HOOK**

- 2 For quick cord access, rotate upper hook down and remove cord. To secure in place, turn hook upright.

# MAINTENANCE

To keep your vacuum's suction power optimal, follow these instructions. Make sure unit is off and cord is unplugged.

★ **IMPORTANT:** Do not use soap when cleaning the filters.

## RECOMMENDED FILTER CLEANING SCHEDULE:

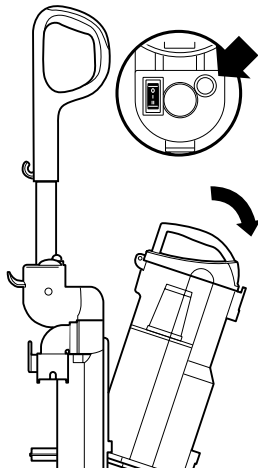
**Pre-Motor Filter Kit**  
(Foam & Felt)  
Clean once a month.

**Post-Motor Filter**  
(HEPA)  
Clean once a year.

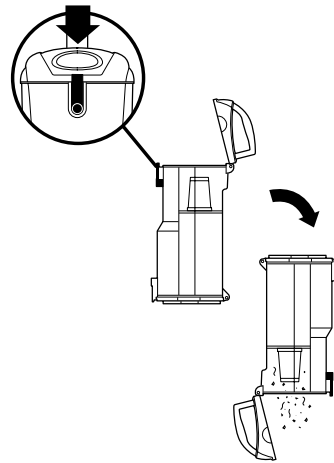
💡 **TIP:** For best results, clean filters regularly. With normal use, clean foam and felt filters every 3 months and HEPA filter every year.

**NOTE:** Rinse filters with water only. Allow filters to air-dry completely before reinstalling."

### STEP 1



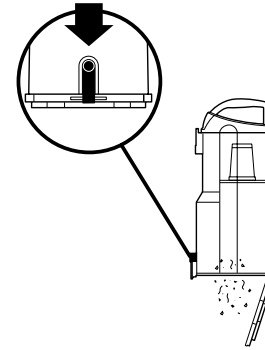
### STEP 2



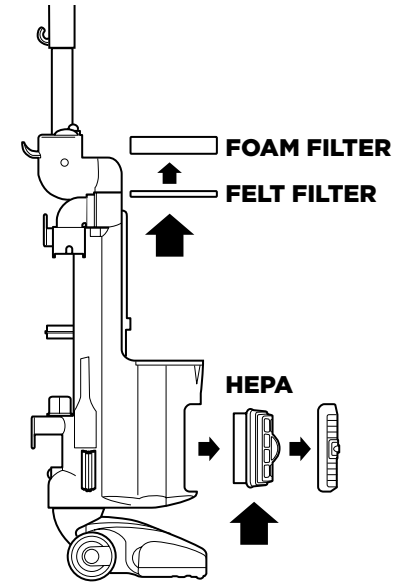
## EMPTYING THE DUST CUP

- 1 Press the dust cup release button and tilt the dust cup to lift it off the vacuum.
- 2 With the lid facing down, hold the dust cup over a trash receptacle. Slide the release latch to open the lid and empty debris and dust into the trash. Clean debris off the screen inside the dust cup.

### STEP 3



- 3 Hold the dust cup upright over the trash receptacle. Slide the release latch on the bottom to open the bottom door and let dust and debris fall into trash.



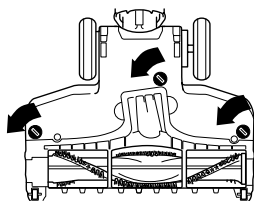
## CLEANING THE FILTERS

- 1 **Pre-Motor (foam and felt):**  
With the dust cup removed, take out foam and felt filters and rinse them with water. Tap loose dirt off filters between washes as needed.
- 2 **Post-Motor (HEPA):**  
To access the HEPA filter, reach under the grill, press the button, and lift off the grill. Remove HEPA filter and rinse with water only.

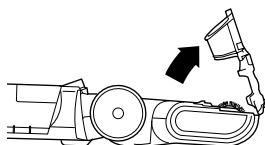


## CHECKING FOR BLOCKAGES

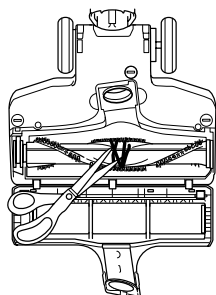
**STEP 1**



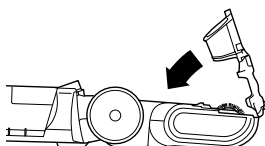
**STEP 2**



**STEP 3**

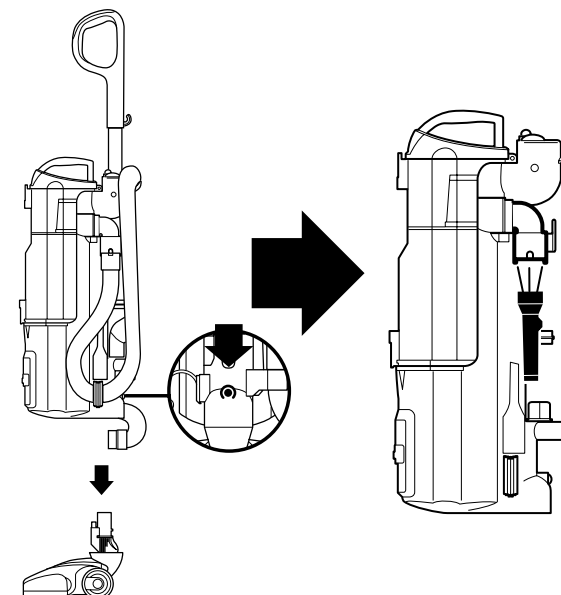


**STEP 4**



### **BOTTOM OF FLOOR NOZZLE**

- 1 With the edge of a coin, open the 3 locks on the bottom of the floor nozzle.
- 2 To access the brushroll, lift up the cover on the bottom of the nozzle. Shine a flashlight from the bottom of the nozzle to check for blockages.
- 3 Remove any hair, fibers, or debris that may be wrapped around the brushroll. There is a groove that allows a pair of scissors to cut across to loosen the debris.
- 4 To reassemble, replace the base by lining it up along the front of the nozzle. Rotate closed and lock the 3 screws.



### **HOSE AND TUBES**

- 1 Remove floor nozzle, dust cup, and hose. With a flashlight, check bottom of floor nozzle and all intake openings. Clear away any blockages.

## TROUBLESHOOTING GUIDE

**⚠ WARNING: To reduce the risk of shock and unintended operation, turn power off and unplug unit before servicing.**

### **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 drying the filters before reinstalling.
- Dust cup may be full; empty dust cup.
- Check hose, hose connections, nozzles, and accessories for blockages; clear blockages if required.
- Remove any string, carpet fibers, or hair that may be wrapped around the brushroll.
- Slide back the suction control button on the hose to increase suction power.

### **Vacuum lifts area rugs.**

- Turn off unit to disengage the brushroll. Ensure brushroll is turned off. Slide the power selector switch to setting I to clean with suction only.
- Suction is powerful. Take care when vacuuming area rugs or rugs with delicately sewn edges. Slide the suction control button on the hose forward to decrease suction power.

### **Brushroll does not spin.**

- Tilt the handle back to engage the brushroll.
- Slide the power selector switch to setting II.
- Immediately turn off and unplug vacuum, disconnect the nozzle and remove blockage before reconnecting and turning vacuum back on.

### **Vacuum turns off on its own or indicator light flashes red.**

- This vacuum is equipped with a motor-protective thermostat. If your vacuum overheats, the thermostat will automatically turn the suction motor off. Perform the following steps to restart the thermostat:
  1. Turn vacuum off and unplug it.
  2. Empty dust cup and clean filters.
  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 restart with the power selector switch.

Note: If vacuum still does not start, contact Customer Service at 1-800-798-7398.

# Shark | NINJA

## FIVE (5) YEAR LIMITED WARRANTY

The Five (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 five (5) 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?**

1. The original unit and/or non-wearable components deemed defective, in SharkNinja's sole discretion, will be repaired or replaced up to five (5) years from the original purchase date.
2. 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?**

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. Replacement parts are available for purchase at [sharkaccessories.com](http://sharkaccessories.com).
2. Any unit that has been tampered with or used for commercial purposes.
3. Damage caused by misuse (e.g., vacuuming up water or other liquids), abuse, negligent handling, failure to perform required maintenance (e.g., not cleaning the filters), or damage due to mishandling in transit.
4. Consequential and incidental damages.
5. 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.
6. 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 **1-800-798-7398** to assist with product support and warranty service options, including the possibility of upgrading to our VIP warranty service options for select product categories.

SharkNinja will cover the cost for the customer to send in the unit to us for repair or replacement. A fee of \$24.95 (subject to change) will be charged when SharkNinja ships the repaired or replacement unit.

### **How to initiate a warranty claim**

You must call **1-800-798-7398** to initiate a warranty claim. You will need the receipt as proof of purchase. 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.

**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® Rotator®.

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[sharkclean.com](http://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](http://sharkninja.com/uspatents)

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