

# ***Shark*** Rocket®

**HV345**

## **OWNER'S GUIDE**

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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 cleaner head or other accessories.
9. **DO NOT** handle plug or vacuum cleaner with wet hands.
10. **DO NOT** use without filters in place.

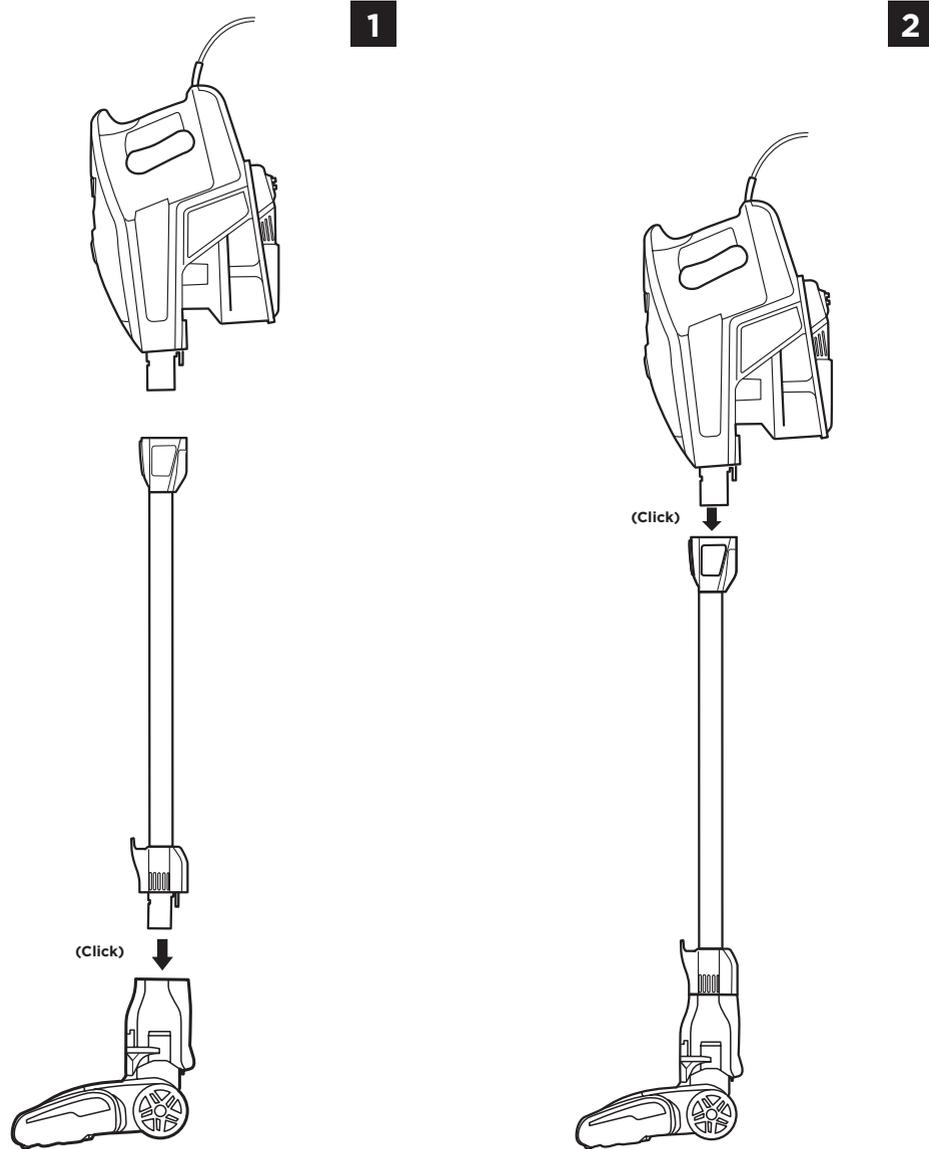
11. Only use Shark® branded filters and accessories.
12. **DO NOT** damage the power cord:
  - a) **DO NOT** pull or carry vacuum cleaner by the cord or use the cord as a handle.
  - b) **DO NOT** unplug by pulling on cord. Grasp the plug, not the cord.
  - c) **DO NOT** run the vacuum cleaner over the 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 cleaner head 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 cleaner head or accessory airflow is restricted. If the air paths or the cleaner head 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 cleaner head 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.

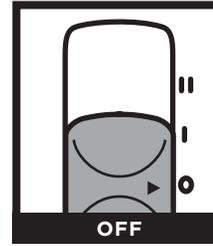
## ASSEMBLY



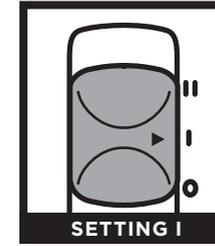
1. Insert **Wand** into **Floor Nozzle**.
2. Insert **Handheld Vacuum** into wand.

Ensure all connections click securely into place.

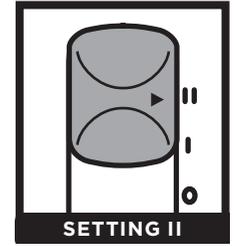
## SETTINGS



Slide the **Power** switch to the appropriate speed setting.



**Bare Floor/Small Area Rugs**  
The brushroll spins slowly to clean bare floors and delicate area rugs.



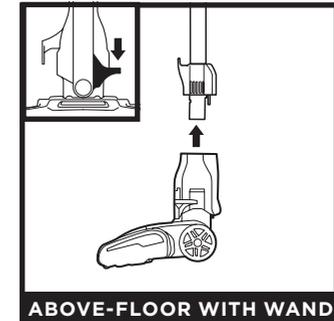
**Carpets**  
The brushroll spins faster to pick up debris below the surface of your carpets.

**NOTE:** For deep cleaning per ASTM F 608 (embedded dirt in carpets) please use setting II, Carpets.

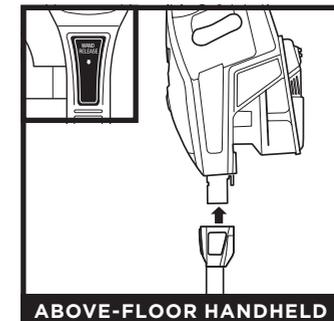
## CLEANING MODES



To clean floors, place foot on cleaner head and tilt handheld vacuum back.



Stand the vacuum upright. Step on the foot pedal and pull the wand up to disconnect it from the cleaner head.

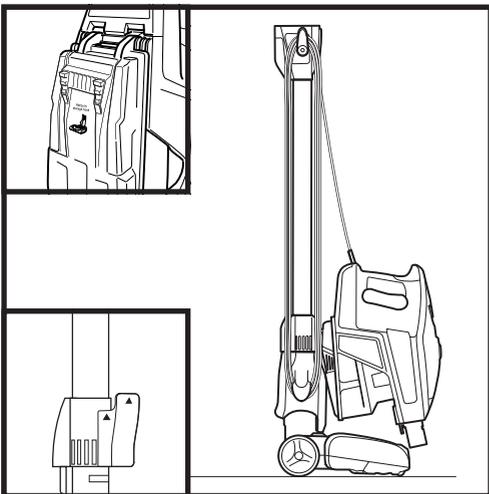


Press the **WAND RELEASE** button and lift the handheld vacuum off the wand.

**NOTE:** All accessories are compatible with both the wand and the handheld vacuum.

## STORAGE

### ONBOARD HOOK



Press the **WAND RELEASE** button on the top of the wand to release the handheld vacuum. Align the catch on the bottom of the handheld vacuum with the storage hook on the wand. Slide the handheld vacuum down so that it hangs from the hook. Wrap the cord around the two cord hooks, starting with the top hook, leaving a little slack.

## AVAILABLE ACCESSORIES

**NOTE:** Not all accessories come with all units. For a list of the accessories included with this model, see the top inside flap of the box. To order additional accessories, visit [sharkaccessories.com](http://sharkaccessories.com).

### A Crevice Tool

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

### B Dusting Brush

This brush dusts and cleans delicate surfaces. Great for use on fans, blinds, lampshades, and keyboards.

### C Upholstery Tool

Picks up pet hair, dust, and large debris from mattresses, couches, curtains, and other delicate upholstered fabrics.

### D Pet Multi-Tool

A single convertible tool for cleaning tough pet messes two ways: use the stiff bristle brush to clean stuck-on debris, or take off the bristles to reveal an upholstery tool perfect for removing stubborn pet hair and large piles of debris.

### E Duster Crevice Tool

Two cleaning tools in one. The crevice tool gives you extended reach to clean in tight spaces, while the soft brush is ideal for dusting delicate surfaces.

### F Anti-Allergen Dust Brush

This brush features nylon fiber bristles specifically designed for removing fine dust and allergen particles from the most delicate surfaces.

### G Mini Motorized Brush

Powered by a motor, this small brush removes the clingiest pet hair and extracts dirt, dust, dander, and allergens from deep inside pillows, upholstery, and carpets.

### H Under-Appliance Wand

Clean under and behind hard-to-move appliances and furniture with this adjustable 36" tool. Flip the extension piece over to clean the underside of appliances.

### I Home & Car Detail Kit

Deep-clean your car like a professional detailer, or clean hard-to-reach areas in your home. Micro-sized tools let you clean around delicate objects and access the tightest spaces like car vents and computer keyboards. Zipper pouch and instruction sheet included.

### J Large Accessory Bag

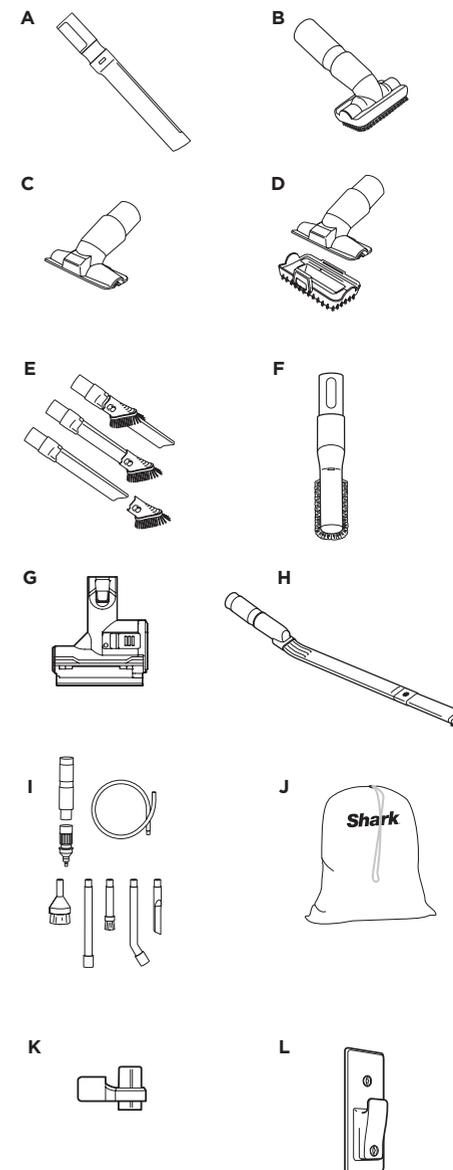
This convenient accessory storage bag measures 32 cm x 70 cm and fits the Under-Appliance Wand. Smaller size available at [sharkaccessories.com](http://sharkaccessories.com)

### K Onboard Storage Clip

This removable clip attaches to your vacuum. The clip can store up to two accessories at a time while you clean.

### L Wall Mount

Install the mount to hang your vacuum on the wall for convenient storage. Includes screws, anchors, and instruction sheet with mounting template for easy installation.

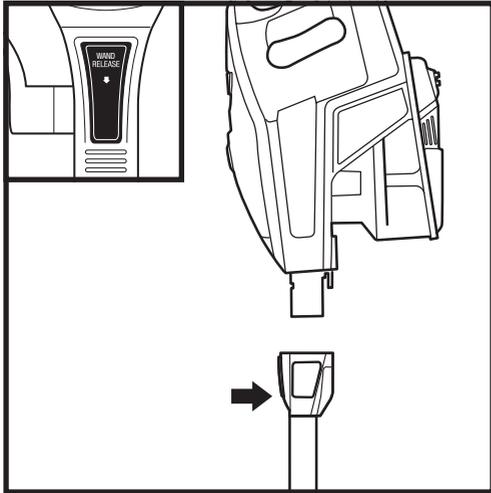


## MAINTENANCE

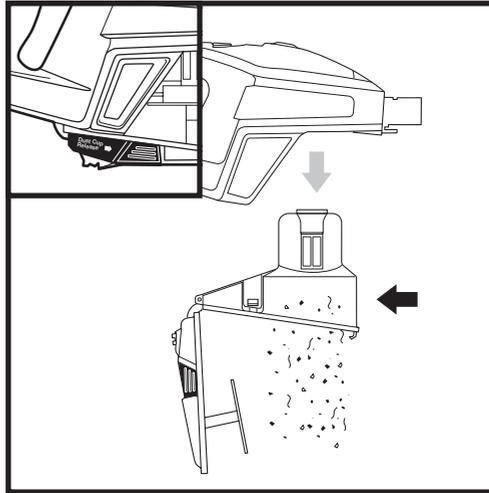
**IMPORTANT:** Unplug the vacuum before performing any maintenance.

### EMPTYING THE DUST CUP

The dust cup needs to be emptied each time you vacuum and periodically during cleaning, when debris in the dust cup reaches the MAX fill line.

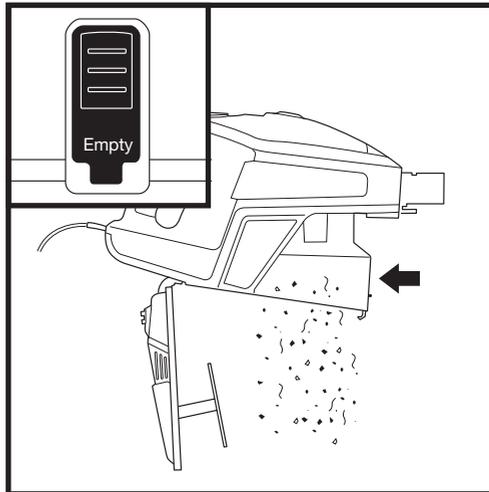


Press the **WAND RELEASE** button and lift the handheld vacuum off the wand.



To remove the dust cup from the handheld vacuum, squeeze the two **Dust Cup Release** buttons at the same time and pull out the dust cup. Press the **Empty** button on the front of the dust cup.

OR



With the dust cup attached to the handheld vacuum, press the **Empty** button on the front of the dust cup.

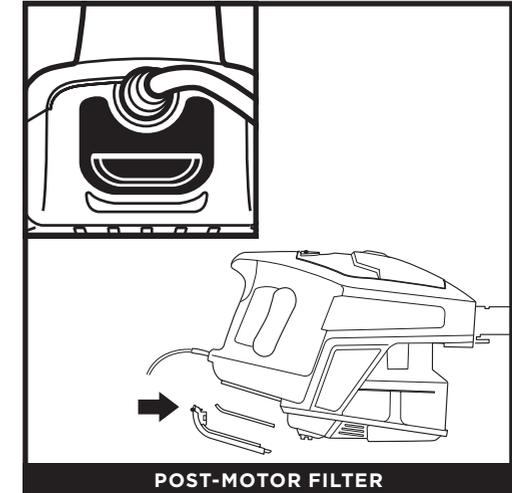
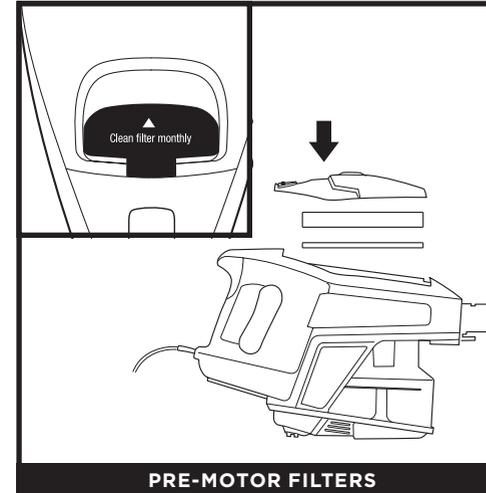
## MAINTENANCE

**IMPORTANT:** Unplug the vacuum before performing any maintenance.

### CLEANING FILTERS

Regularly rinse and replace the filters to maintain your vacuum's suction power.

**IMPORTANT:** To prevent damage, rinse filters with water **ONLY**. **DO NOT** use soap. Allow filters to air-dry for at least 24 hours before reinstalling them to prevent liquid from being drawn into electric parts.



### REPLACEMENT FILTERS

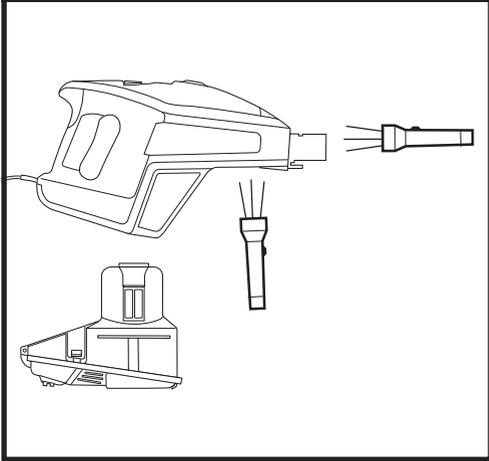
**Replacement Pre-Motor Filter Kit**  
XPMFK320

**Replacement Post-Motor Filter**  
1084FTV320

## MAINTENANCE

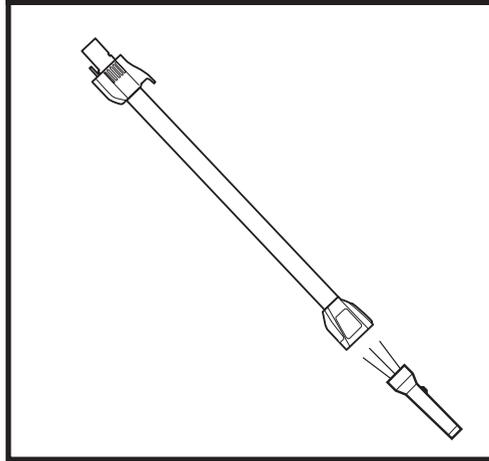
### CHECKING FOR BLOCKAGES

#### CHECK HANDHELD



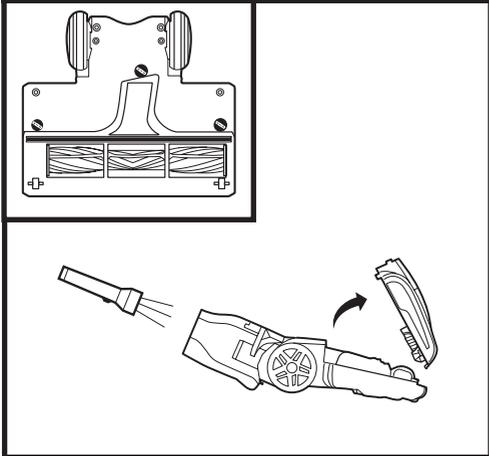
Remove the wand from the handheld vacuum and check all dust cup intake openings.

#### CHECK WAND



Detach the wand and check it for blockages.

#### CHECK CLEANER HEAD



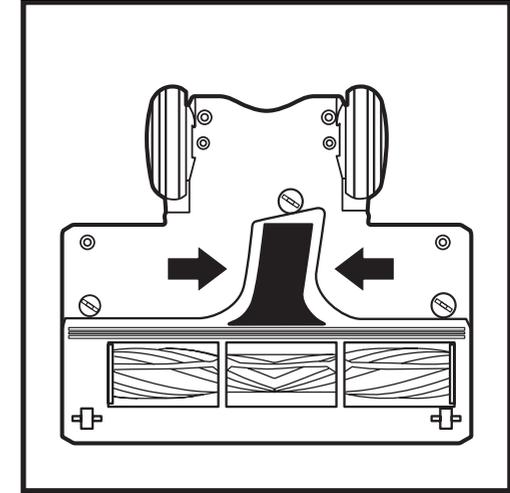
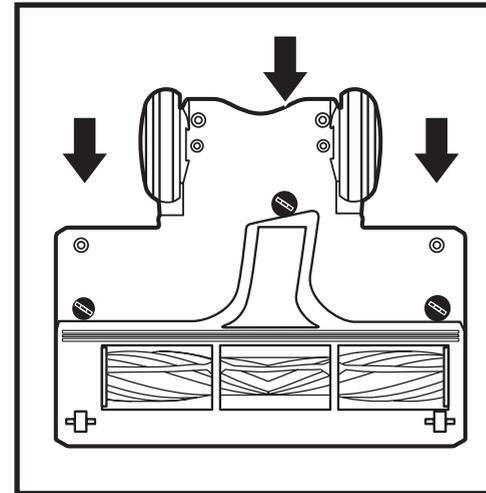
Detach the wand, then use the edge of a coin to open the three locks on the bottom of the cleaner head. Remove the cover, then tilt back the neck of the cleaner head and check the opening for blockages. Replace cover, pressing down firmly on all sides before turning locks clockwise to close.

## MAINTENANCE

### CLEANER HEAD MAINTENANCE

#### THE SELF-CLEANING BRUSHROLL

If any hair is wrapped around the brushroll, continue vacuuming, using Carpet mode on a bare floor surface, a low-pile carpet, or a small area rug. This will allow the self-cleaning brushroll to remove the hair wrap and send it to the dust cup. If some fibers remain wrapped around the brushroll after continued use, open the brushroll garage to remove them.



1. Using a coin, turn locks counterclockwise to open, then lift off cover to access **Brushroll**.
2. Clear blockages from airway.
3. Replace cover, pressing down firmly on all sides before turning locks clockwise to close.

## TROUBLESHOOTING

### **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 completely air-drying the filters before reinserting in the vacuum.
- Dust cup may be full; empty dust cup.
- Check cleaner head for blockages; clear blockages if required.
- Remove any string, carpet fibers, or hair that may be wrapped around the brushroll.
- Ensure that the cover on the underside of the cleaning head is locked in place by pressing down firmly on all sides before turning locks clockwise to close.

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

- Suction is powerful. Take care when vacuuming area rugs or rugs with delicately sewn edges.
- Turn off the unit to disengage the brushroll. To restart, slide the Power switch to setting I, Bare Floor/ Small Area Rugs.

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

- If the Brushroll Indicator Light turns red, immediately turn off and unplug the vacuum. Disconnect wand from cleaner head and clear any blockages. Reconnect wand, plug in vacuum, and turn on power.
- If Brushroll Indicator Light on the cleaner head is green, the blockage has been successfully cleared. If the light is still red, please contact Customer Service at 1-800-798-7398.

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

If your vacuum overheats, the thermostat will automatically turn off the motor. Perform the following steps to restart:

1. Turn vacuum off and unplug it.
2. Empty dust cup and clean filters (see Maintenance section).
3. Check for blockages in wand, accessories, and inlet openings.
4. Allow unit to cool for a minimum of 60 minutes.
5. Plug in vacuum and turn it on.

# 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.

## NOTES

### REGISTER YOUR PURCHASE

 [registeryourshark.com](https://registeryourshark.com)



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 number on the rating label which is located behind the dust cup.

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

### RECORD THIS INFORMATION

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

Date Code: \_\_\_\_\_

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

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

### TECHNICAL SPECIFICATIONS

Voltage: 120V~, 60Hz

Watts: 500W

**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® Rocket®.

SharkNinja Operating LLC  
US: Needham, MA 02494  
CAN: Ville St-Laurent, QC H4S 1A7  
1-800-798-7398  
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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