

Shark **Freestyle MAX**

Cordless Upright Vacuum

SV2000 Series

OWNER'S GUIDE



IMPORTANT SAFETY INSTRUCTIONS

FOR HOUSEHOLD USE ONLY • WHEN USING AN ELECTRICAL APPLIANCE, BASIC PRECAUTIONS SHOULD ALWAYS BE FOLLOWED, INCLUDING THE FOLLOWING. 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 fire, electric shock, injury, or property damage:

1. This vacuum consists of a motorized nozzle, wand, and handheld vacuum. These components contain electrical connections, electrical wiring, and moving parts that potentially present risk to the user.
 2. Before each use, carefully inspect all parts for any damage. If a part is damaged, discontinue use.
 3. Use only identical replacement parts.
 4. This vacuum contains no serviceable parts.
 5. Use only as described in this manual. **DO NOT** use the vacuum for any purpose other than those described in this manual.
 6. With the exception of the filters and dust cup, **DO NOT** expose any parts of the vacuum to water or other liquids.
 7. Keep the appliance and its cord out of reach of children. Do not allow the appliance to be used by children. Do not allow to be used as a toy. Close supervision is necessary when used near children.
- ### GENERAL USE
8. This appliance can be used by persons with reduced physical, sensory, or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Cleaning and user maintenance shall not be made by children.
 9. Always turn off the vacuum before connecting or disconnecting any current carrying hoses, motorized nozzles, chargers, batteries, or other electrical or mechanical parts.
 10. **DO NOT** handle plug or vacuum with wet hands.
 11. **DO NOT** use without dust cup, filters, and brushroll in place.
 12. Only use Shark® branded filters and accessories. Damage caused by non-Shark filters and accessories may not be covered by the warranty.
 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 off. Remove all obstructions before you 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 is not working as it should, or has been dropped, damaged, left outdoors, or dropped into water.
 17. Use extra care when cleaning on stairs.
 18. **DO NOT** leave the vacuum unattended while powered on.
 19. When powered on, keep the vacuum moving over the carpet surface at all times to avoid damaging the carpet fibers.
 20. If you have delicate or wool carpets, particularly loop pile, please try the vacuum on a hidden area first to ensure the spinning brushroll does not damage or pull out carpet fibers.
 21. **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 (including drywall, 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)
22. **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)
 23. Turn off the vacuum before plugging in or unplugging the charger.
 24. Turn off the vacuum before any adjustment, cleaning, maintenance or troubleshooting.
 25. During cleaning or routine maintenance, **DO NOT** cut anything other than hair, fibers, or string wrapped around the brushroll.
 26. Allow all filters to air-dry completely before replacing in the vacuum to prevent liquid from being drawn into electric parts.
 27. **DO NOT** modify or attempt to repair the vacuum or the battery yourself, except as indicated in this manual. **DO NOT** use the battery or vacuum if it has been modified or damaged. Damaged or modified batteries may exhibit unpredictable behavior resulting in fire, explosion, or risk of injury.
 28. Turn off all controls before unplugging.
 29. Always turn off this appliance before connecting or disconnecting motorized nozzle or hand tool.
 30. Have servicing performed by a qualified repair person using only identical parts. This will ensure that the safety of the product is maintained.

BATTERY PACK

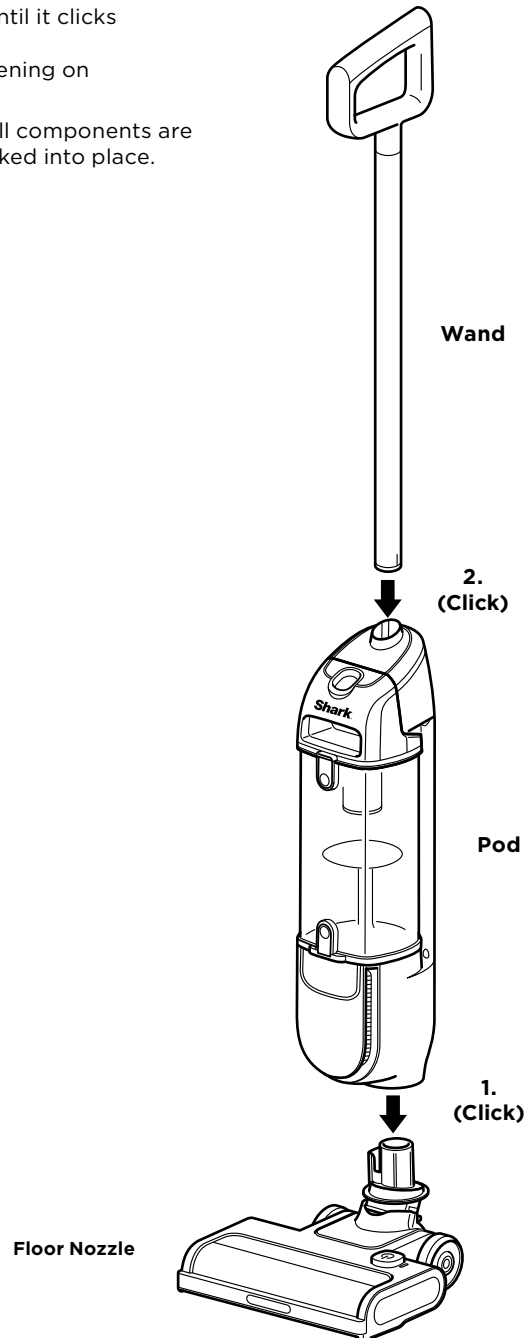
31. The battery is the power source for the vacuum. Carefully read and follow all charging instructions.
32. To prevent unintentional starting, ensure the vacuum is powered off before picking up or carrying the vacuum. **DO NOT** carry the appliance with your finger on the power switch.
33. Use only Shark charger DK15-133075H-U or ZD012S133075USD for single battery packs. Use of an incorrect charger may result in no charging, and/or unsafe conditions. A charger that is suitable for one type of battery pack may create a risk of fire when used with another battery pack.
34. Keep the battery away from all metal objects such as paper clips, coins, keys, nails, or screws. Shorting the battery terminals increases the risk of fire or burns.
35. Under abusive conditions, liquid may be ejected from the battery. Avoid contact with this liquid, as it may cause irritation or burns. If contact occurs, flush with water. If liquid contacts eyes, seek medical help.
36. Battery should not be stored at temperatures below 37.4°F (3°C) or above 104°F (40°C) to maintain long-term battery life.
37. **DO NOT** charge battery at temperatures below 40°F (5°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.
38. 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.
39. **DO NOT** expose the battery to fire or temperatures above 265°F (130°C) as it may cause explosion.
40. Use appliances only with specifically designated battery packs. Use of any other battery packs may create a risk of injury and fire.
41. Disconnect the battery pack from the appliance before making any adjustments, changing accessories, or storing appliance. Such preventive safety measures reduce the risk of starting the appliance accidentally.

SAVE THESE INSTRUCTIONS

ASSEMBLY

1. Align the pod over the **Post** on the **Floor Nozzle**, then slide it down until it clicks into place.
2. Insert the **Wand** into the opening on top of the **Pod**.

For proper operation, ensure all components are completely connected and clicked into place.



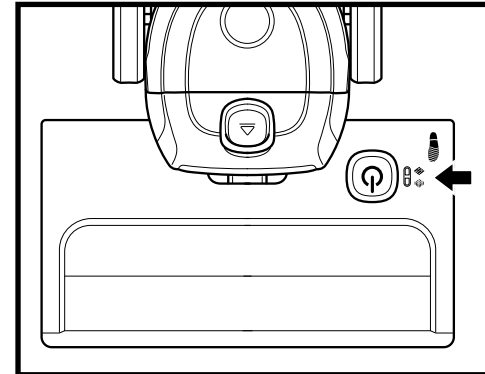
LI-ION BATTERY

Prior to first use, charge completely. A full charge takes approximately 3 hours.

RUNTIMES PER FULLY CHARGED BATTERY

With a full charge, the unit will have up to a 20-minute runtime. Visit sharkclean.com/support online for more information.

LED BATTERY POWER AND CHARGING INDICATORS



Charging



Charging
Looping
Green LED



Fully Charged
Blinking Green
& Blue LED

In Use



Carpet Low Power
Flashing Green LED



Bare Floor Low Power
Flashing Blue LED



No Charge
No Color



Carpet Mode
Solid Green LED



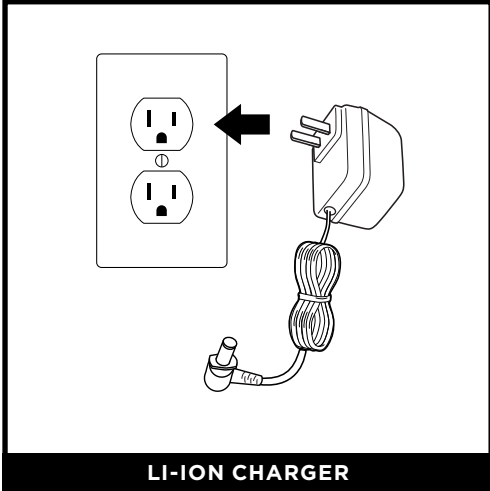
Bare Floor Mode
Solid Blue LED

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.

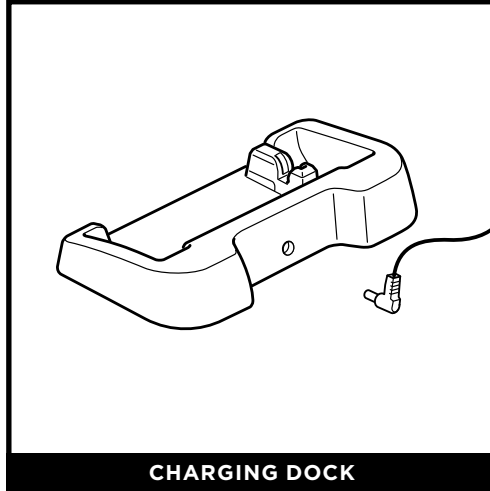
NOTE: The Shark battery, like all lithium-ion batteries, will naturally decrease in capacity over time from the 100% capacity of a new battery.

CHARGING THE BATTERY



LI-ION CHARGER

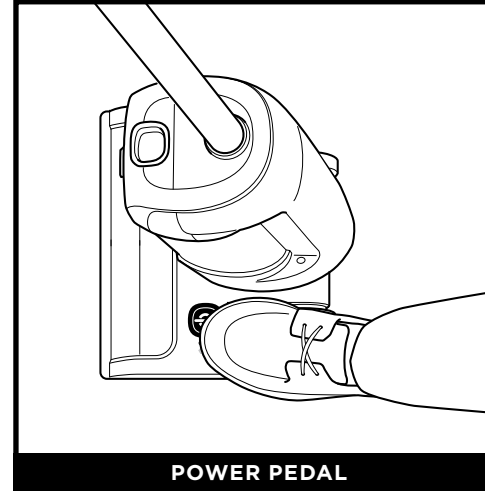
Plug the **Li-Ion Charger** into a wall outlet.



CHARGING DOCK

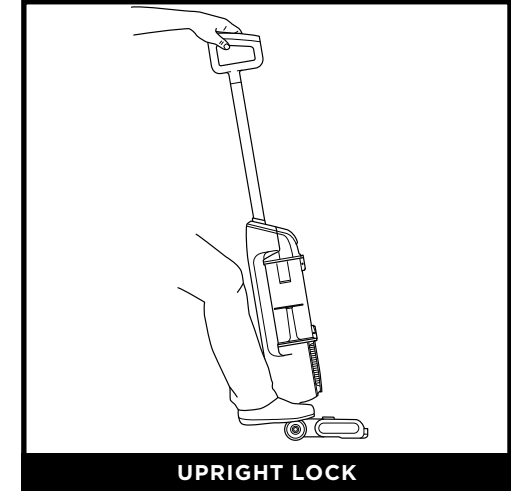
Insert the charger plug into the port on the back of the dock.

USING YOUR VACUUM



POWER PEDAL

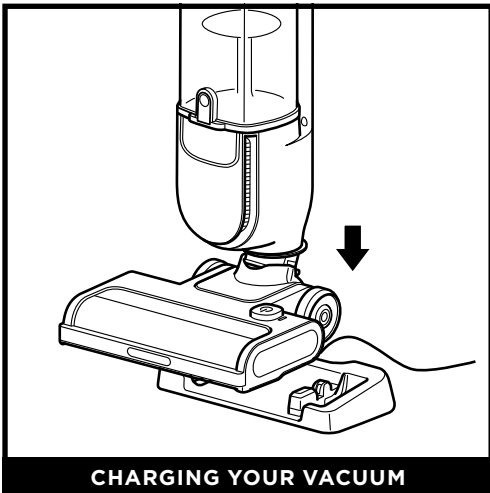
To turn on power, step on the power pedal on the top left of the floor nozzle. Step on the pedal again to cycle through Carpet and Bare Floor modes. To turn off power, step on the pedal again.



UPRIGHT LOCK

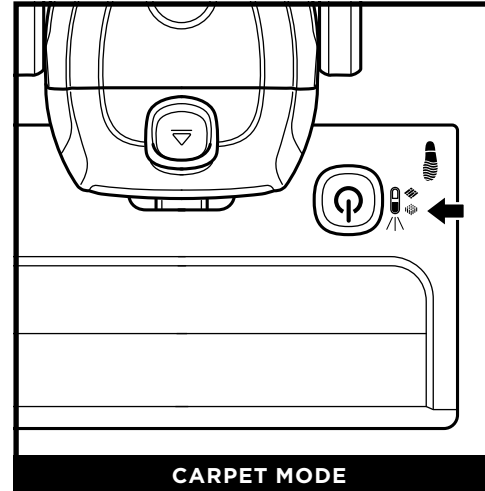
With the power off, step on the floor nozzle and tilt the vacuum back to disengage the lock. Step on the power pedal to begin cleaning.

CHARGING DOCK



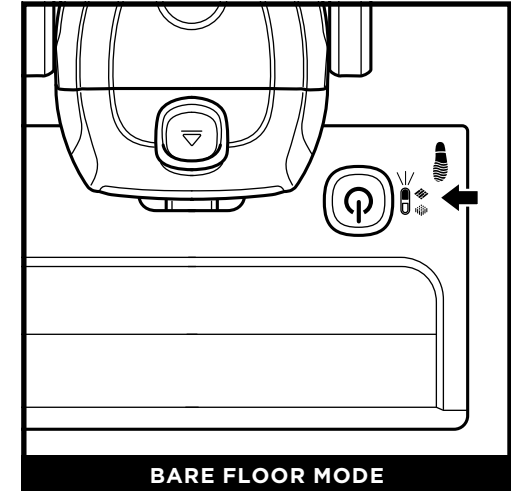
CHARGING YOUR VACUUM

Place the vacuum on the dock to charge. Make sure the contacts on the vacuum are touching the contacts on the dock.



CARPET MODE

Activate Carpet mode by stepping on the pedal one time. Use this mode for cleaning carpets.



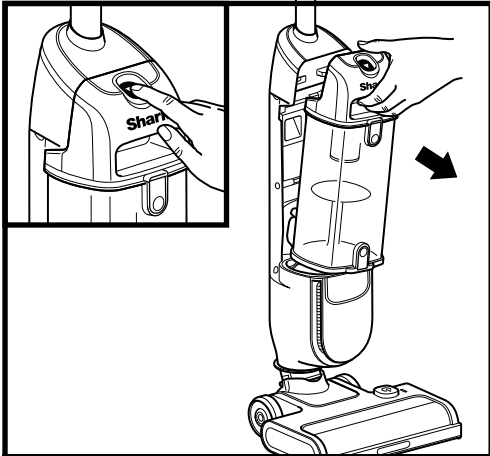
BARE FLOOR MODE

To change from Carpet mode to Bare Floor mode, step on the pedal again. Use this mode to clean bare floors.

NOTE: For deep cleaning per ASTM F 608 (embedded dirt in carpets) use Carpet mode. The Carpet setting should also be used when cleaning stuck-on dust and debris.

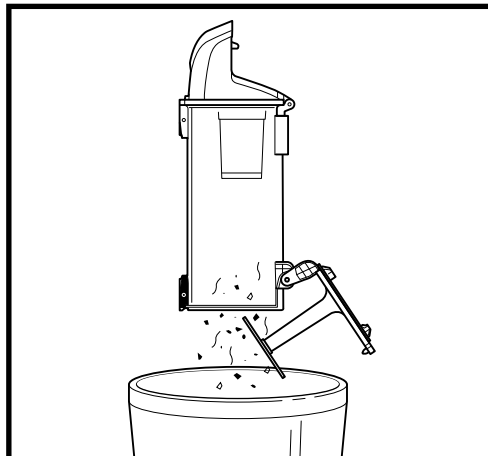
EMPTYING THE DUST CUP

NOTE: Before performing any maintenance, turn the power OFF. Be sure to NOT step on or press the power pedal on the nozzle.



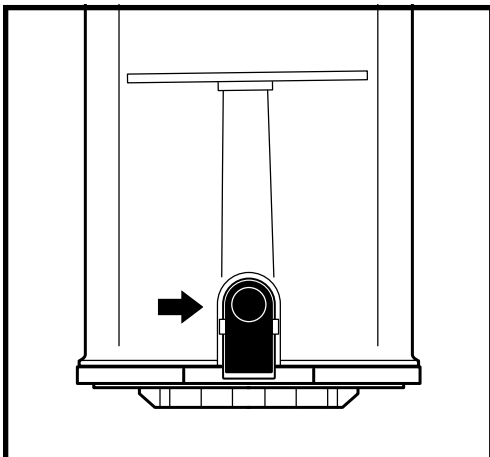
REMOVING THE DUST CUP

Empty the dust cup after every use, or when it appears full. To remove the dust cup, press the Dust Cup Release button, then pull the dust cup away from the vacuum and lift it off.



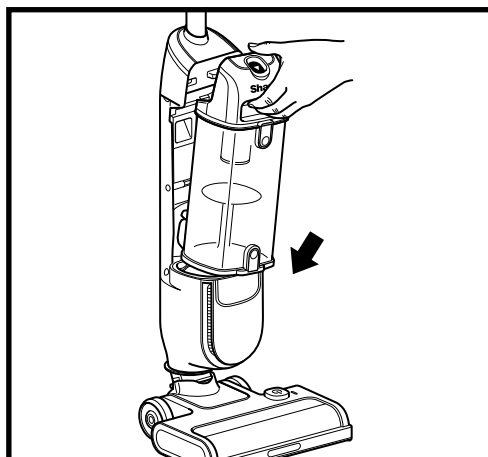
EMPTYING THE DUST CUP

After removing the dust cup from the unit, hold it over a trash bin and press the lid release button to empty debris. Tap the dust cup against the trash bin to remove any stubborn debris.



DUST CUP LID RELEASE BUTTON

The Lid Release button is located at the bottom of the dust cup.



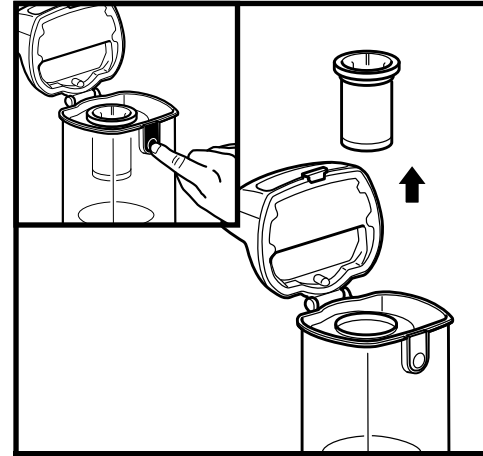
REINSTALLING THE DUST CUP

To reinstall, insert the dust cup into the opening in the vacuum pod and push it forward until it clicks into place.

NOTE: The dust cup lid opens from the front edge of the dust cup.

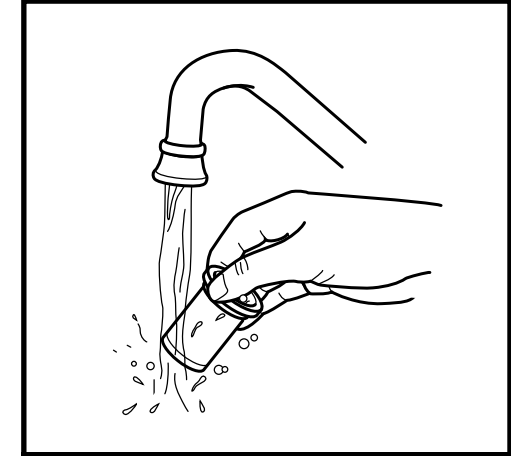
MAINTAINING YOUR VACUUM

DEBRIS SCREEN MAINTENANCE



ACCESSING THE DEBRIS SCREEN

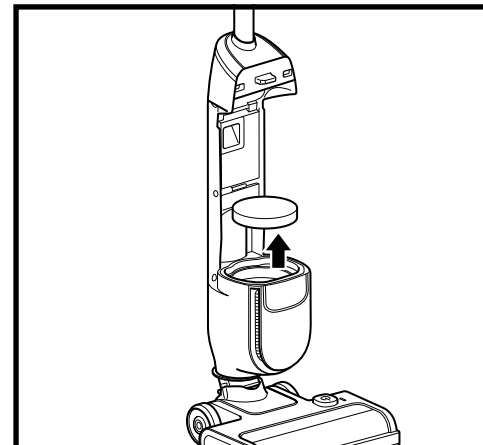
With the dust cup removed, press the screen release button, then pull up on the screen to remove it from the pod.



CLEANING THE DEBRIS SCREEN

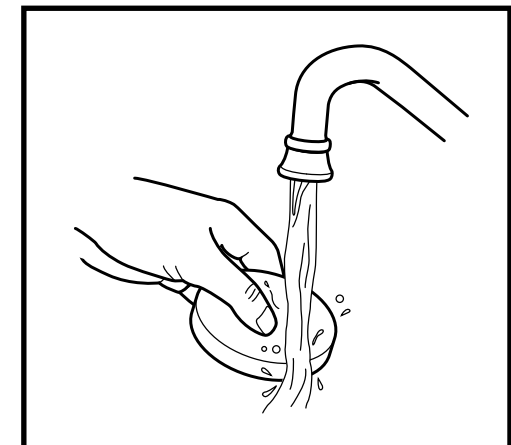
Rinse the debris screen with water only. Allow the screen to air-dry for 24 hours, then reinstall it in the pod.

FILTER MAINTENANCE



REMOVING THE FILTER

With the dust cup removed, lift the filter out of the pod.

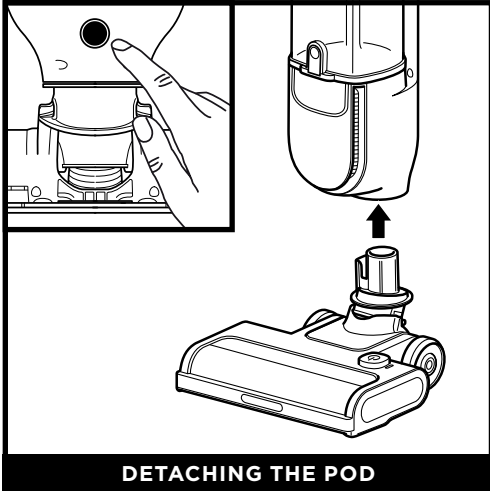


CLEANING THE FILTER

Rinse the filter with water only. Do not use soap or other cleaners. Allow the filter to air-dry completely for 24 hours, then reinstall the filter.

NOTE: Rinse the debris screen and filter with water ONLY. Allow them to air-dry completely before reinstalling.

MAINTAINING YOUR VACUUM



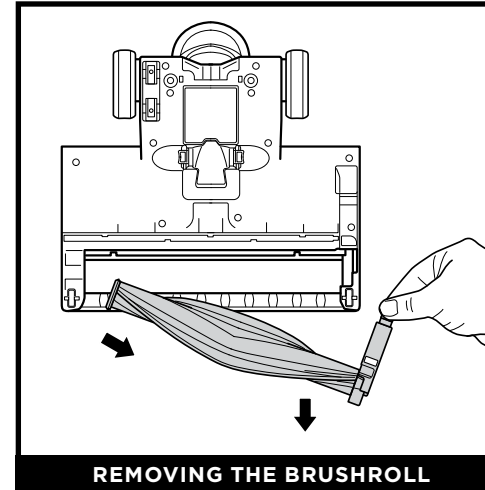
DETACHING THE POD

To detach the pod from the floor nozzle, press the Nozzle Release button near the bottom of the pod. Lift the pod off the floor nozzle. To reinstall the pod, align it over the floor nozzle post and slide it down until it clicks into place.

NOTE: Before performing any maintenance, turn the power **OFF**. Be sure to **NOT** step on or press the power pedal on the nozzle.

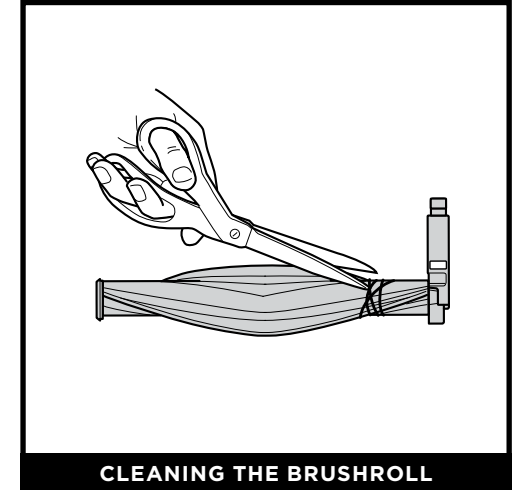
MAINTAINING YOUR VACUUM

BRUSHROLL MAINTENANCE



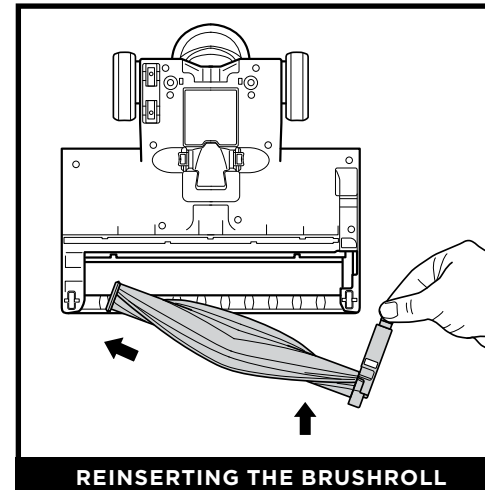
REMOVING THE BRUSHROLL

To remove the brushroll, first detach the pod from the floor nozzle. Turn the nozzle over and open the brushroll release latch, then slide out the brushroll. Clear any blockages and remove any debris from the brushroll and floor nozzle.



CLEANING THE BRUSHROLL

Use scissors to cut away any hair wrapped around the brushroll. Tap off loose debris and wipe the brushroll clean with a dry towel.

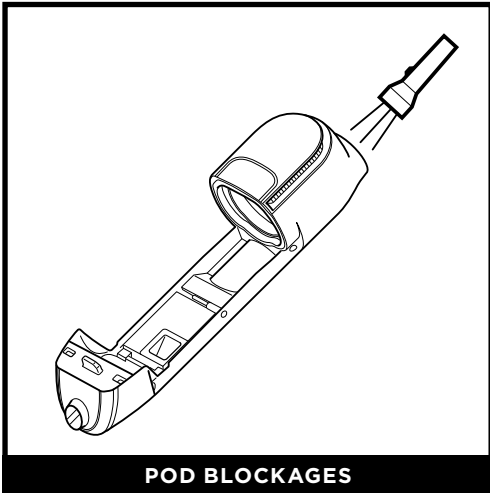


REINSERTING THE BRUSHROLL

After cleaning, reinstall the brushroll into the floor nozzle. Slide it into the nozzle, then re-latch the brushroll release until it clicks securely into place.

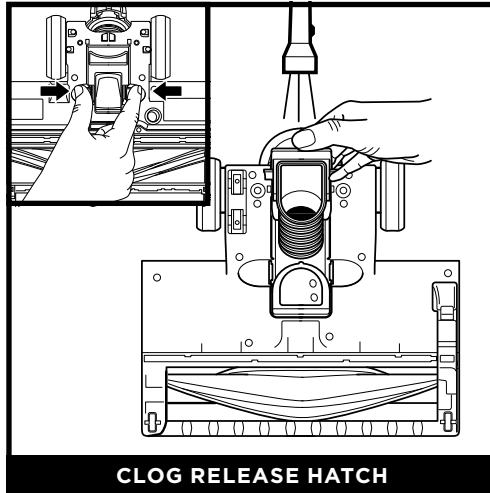
MAINTAINING YOUR VACUUM

CHECKING FOR BLOCKAGES



POD BLOCKAGES

Detach the nozzle from the pod, and check for blockages.



CLOG RELEASE HATCH

With the nozzle detached from the pod, turn the nozzle over. Locate the clog release hatch. Pinch the release touchpoints on the hatch, then lift the cover and clear any blockages. When all clogs and blockages have been cleared, push the hatch cover closed.

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. Nozzle LEDs are blinking.

- Dust cup may be full; empty dust cup.
- Check floor nozzle for blockages; clear blockages if required.
- Remove any string, carpet fibers, or hair that may be wrapped around the brushroll.
- Check connection between vacuum pod and nozzle for blockages; clear blockages if required.
- Check clog access in nozzle for any blockages and clear any debris.
- Check filters to see if they need cleaning. Follow instructions for rinsing and completely air-drying the filters before reinserting in the vacuum.

Vacuum lifts area rugs.

- Make sure you are not engaging Boost mode. Take care when vacuuming area rugs or rugs with delicately sewn edges.
- Turn off the unit to disengage the brushroll and restart with the power button.

Brushroll does not spin.

- Immediately turn off the vacuum. Remove any blockages before turning the vacuum back on. Make sure the vacuum is tilted back far enough for the brushroll to engage while in use.
- If the floor nozzle has headlights and they are not illuminated, there is a connection issue between the pod and nozzle. Try disconnecting and reattaching the pieces.

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 vacuum and check the battery indicator lights located on the nozzle. If recharging is needed, place the vacuum on the dock while the vacuum is powered off.
2. Empty dust cup and clean filters (See Emptying the Dust Cup and Cleaning the Filters sections).
3. Check nozzle, 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. Restart with the power button.

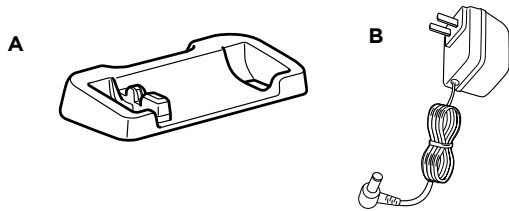
NOTE: If vacuum still does not operate properly, contact Customer Service at 1-800-798-7398.

TROUBLESHOOTING GUIDE

Problem	Error Code
Nozzle Overcurrent Protection (BF)	The LED indicator light will blink green once, then blue 4 times.
Nozzle Overcurrent Protection (CPT)	The light will blink green once, then blue 5 times.
Charger Error	The indicator light will illuminate steadily in blue for 10 seconds.
Charge Overcurrent Protection	The LED indicator light will blink blue and green for half a second, then turn off for half a second.
Battery Over Discharge Protection	The LED indicator light will alternate between blue and green for half a second each, then turn off for half a second.

ADDITIONAL ACCESSORIES AVAILABLE ON SHARKACCESSORIES.COM

- A** Charging Dock
- B** Charger



NOTE: Not all accessories come with all units. For a list of the accessories included with this model, see the enclosed Quick Start Guide. To order additional accessories, visit sharkaccessories.com.

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?

- 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.
- 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 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.
- Any unit that has been tampered with or used for commercial purposes.
- 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.
- 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 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. We also ask that you register your product online at registeryourshark.com and have the product on hand when you call, so we may better assist you.

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 **1-800-798-7398** to initiate a warranty claim. In order to better assist you please register your product prior to calling and have your product with you at the time of your call. You will need the receipt as proof of purchase. A Customer Service Specialist will provide you with return and packing instruction information. We also ask that you register your product online at registeryourshark.com and have the product on hand when you call, so we may better assist you.

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.



TWO (2) YEAR LIMITED BATTERY WARRANTY

The Two (2) Year VIP 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 battery 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?

1. The original battery deemed defective, in SharkNinja's sole discretion, will be replaced up to two (2) years from the original purchase date.
2. In the event a replacement battery is issued, the warranty coverage ends six (6) months following the receipt date of the replacement battery 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 the battery, which requires optimal temperature storage and operation to ensure its proper functioning. Replacement batteries are available for purchase at sharkclean.com/batteries.
2. A battery that has been tampered with or used for commercial purposes.
3. Damage caused by misuse (e.g., exposing battery to liquids or extreme hot and/or cold temperatures), abuse, negligent handling, failure to perform required maintenance, (e.g., not cleaning the filters, not removing debris from the brushroll) 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 battery fails to operate properly while in use under normal household conditions within the warranty period, visit 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. So we may better assist you, please register your product online at registryourshark.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 replacement. A fee of \$19.95 (subject to change) will be charged when SharkNinja ships the replacement unit.

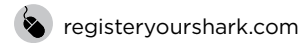
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How state law applies

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.

REGISTER YOUR PURCHASE



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 bottom of the back of the hand vacuum and battery.

RECORD THIS INFORMATION

Model Number: _____

Date Code: _____

Date of Purchase: _____
(Keep receipt)

Store of Purchase: _____

TECHNICAL SPECIFICATIONS

Voltage: 10.8V



FCC WARNINGS

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to parts 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This Device complies with part 15 of the FCC rules. Operation is subject to the following conditions:

1. This device may not cause harmful interference
2. This device must accept any interference received, including interference that may cause undesired operation.

NOTE: Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this device.

BATTERY REMOVAL AND DISPOSAL

This product uses a lithium-ion rechargeable and recyclable battery. When the battery no longer holds a charge, it should be removed from the vacuum and recycled. DO NOT incinerate or compost the battery.

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

The RBRC™ (Rechargeable Battery Recycling Corporation) seal on the lithium-ion battery indicates that the costs to recycle the battery at the end of its useful life have already been paid by SharkNinja. In some areas, it is illegal to place spent lithium-ion batteries in the trash or municipal solid waste stream and the RBRC program provides an environmentally conscious alternative.

RBRC, in cooperation with SharkNinja and other battery users, has established programs in the United States and Canada to facilitate the collection of spent lithium-ion batteries. Help protect our environment and conserve natural resources by returning the spent lithium-ion battery to an authorized SharkNinja service center or to your local retailer for recycling. You may also contact your local recycling center for information on where to drop off the spent battery, or call 1-800-798-7398.

NOTES

NOTES

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® FreeStyle Max Cordless Upright Vacuum.

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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 for more information.

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