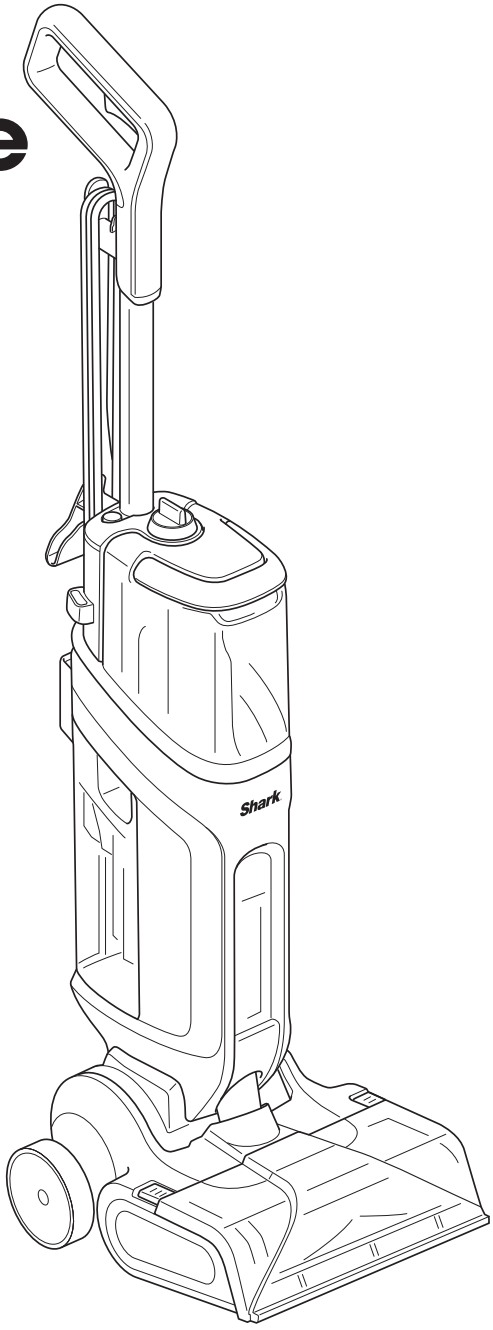
Shark Carpet Force

EX500UK Series

OWNER'S GUIDE



Scan QR code to view
HOW-TO VIDEOS
and more.

THANK YOU

for purchasing the Shark CarpetForce

TIP: You can find the model and serial numbers on the QR code label located on the back of your unit.

REGISTER YOUR PURCHASE

TO BENEFIT FROM YOUR PRODUCT'S EXTENDED GUARANTEE, SIMPLY REGISTER YOUR PURCHASE AT:

sharkclean.co.uk/register-guarantee

+44 (0)800 862 0453

Scan QR code using mobile device

Please note, products purchased directly from Shark are automatically registered.

Benefits of registering your product and creating an account:

- Get easier, faster product support and access to guarantee information
- Access troubleshooting and product care instructions
- Be among the first to know about exclusive product promotions

RECORD THIS INFORMATION

Model Number: _____

Serial Number: _____

Date Code: _____

Date of Purchase (Keep Receipt): _____

Store of Purchase: _____

TECHNICAL SPECIFICATIONS

Voltage:	220 - 240V
Watts:	780W

PLEASE READ CAREFULLY
AND KEEP FOR FUTURE REFERENCE.

This instruction manual is designed to help you get a complete understanding of your new Shark CarpetForce.

If you have any questions, please call the customer service line on +44 (0)800 862 0453.

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Brushroll Maintenance 11
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Guarantee 13

This marking indicates that this product should not be disposed with other household wastes. To prevent possible harm to the environment or human health from uncontrolled waste disposal, recycle it responsibly to promote the sustainable reuse of material sources. To return your used device, please use the return and collection systems or contact the retailer where this product was purchased. They can take this product for environmentally safe recycling.

IMPORTANT SAFETY INSTRUCTIONS

FOR HOUSEHOLD USE ONLY • PLEASE READ ALL INSTRUCTIONS BEFORE USING THIS CARPET EXTRACTOR.

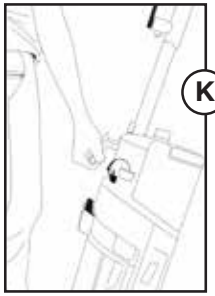
To reduce the risk of shock and unintended operation, turn off power before servicing. If the supply cord is damaged, it must be replaced by the manufacturer, its service agent, or similarly qualified persons in order to avoid a hazard.

⚠ WARNING

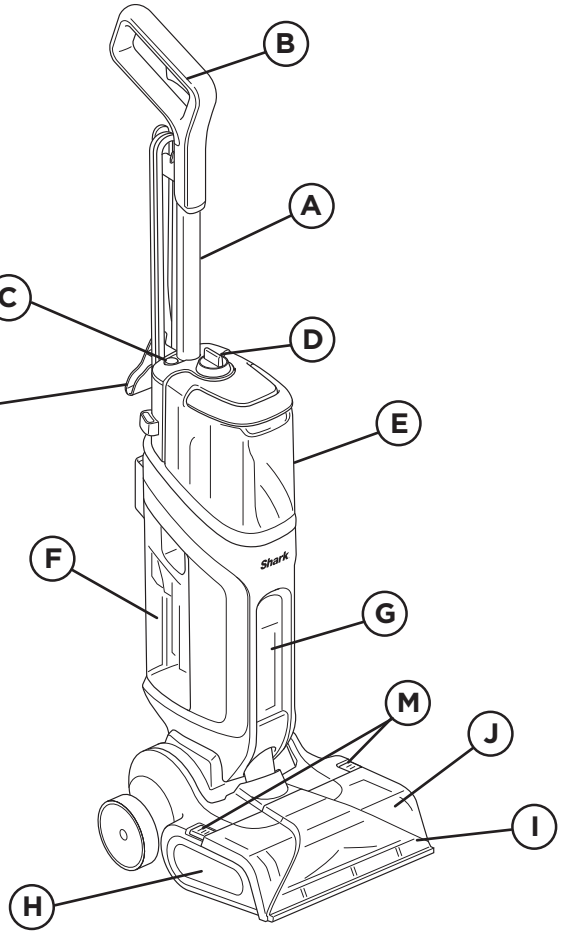
REDUCE THE RISK OF FIRE, ELECTRIC SHOCK, INJURY, OR PROPERTY DAMAGE:

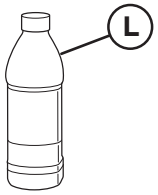
1. If the power cord plug does not fit fully into the socket, contact a qualified electrician. **DO NOT** force into socket or try to modify to fit.
2. To reduce the risk of shock and unintended operation, unplug before servicing.
3. This carpet cleaner consists of a motorised nozzle, main body, pole, handle, hose, and hand tools. Some of these components contain electrical connections, electrical wiring, and moving parts that potentially present risk to the user.
4. Before each use, carefully inspect all parts for any damage. If a part is damaged, discontinue use.
5. Use only identical Shark® replacement parts.
6. **DO NOT** use the carpet cleaner for any purpose other than those described in this booklet.
7. **DO NOT** immerse or spray water on the body of the carpet cleaner. To clean the surface, wipe with a dry cloth.
8. Keep the carpet cleaner's cord out of reach of children.
9. **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. Cleaning and user maintenance must not be done by children.
10. This appliance can be used by persons with reduced physical, sensory or mental capabilities or lack of experience or knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved.
11. **DO NOT** handle plug or carpet cleaner with wet hands.
12. **DO NOT** use without the dirty water tank, clean solution tank, filter, brushroll, and brushroll cover in place.
13. Only use Shark® branded filters and accessories.
14. **DO NOT** put any objects into nozzle opening. **DO NOT** use with any opening blocked; keep free of dust, lint, hair, and anything that may reduce airflow.
15. **DO NOT** use if nozzle airflow is restricted. If the air paths or the motorised floor nozzle become blocked, turn the carpet cleaner off. Remove all obstructions before you turn on the unit again. Keep nozzle and all carpet cleaner openings away from hair, face, fingers, uncovered feet, or loose clothing.
16. **DO NOT** use if carpet cleaner 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 carpet cleaner unattended while plugged in.
19. When using on any surface, always keep the carpet cleaner moving to avoid damaging the surface (e.g., carpet fibres).
20. **DO NOT** place carpet cleaner on unstable surfaces such as chairs or tables. The surrounding area may be slippery and present a risk of injury.
21. **DO NOT** use to pick up:
    - **a)** Large objects.
    - **b)** Hard or sharp objects (glass, nails, screws, or coins).
    - **c)** Large quantities of dust (e.g., drywall dust).
    - **d)** Smoking or burning objects (hot coals, cigarette butts, or matches).
    - **e)** Flammable or combustible materials (lighter fluid, petrol, or kerosene).
    - **f)** Toxic materials (chlorine bleach, ammonia, or drain cleaner).
22. **DO NOT** use in the following areas:
    - **a)** Poorly lit areas.
    - **b)** Outdoor areas.
    - **c)** Spaces that are enclosed and may contain explosive or toxic fumes or vapours (lighter fluid, petrol, kerosene, paint, paint thinners, mothproofing substances, or flammable dust).
23. The plug must be removed from the socket-outlet before any adjustment, cleaning or maintenance of the appliance.
24. During cleaning or routine maintenance, **DO NOT** cut anything other than hair, fibres, or string wrapped around the brushroll.
25. **DO NOT** modify or attempt to repair the carpet cleaner yourself. **DO NOT** use the carpet cleaner if it has been modified or damaged.
26. Turn off all controls before unplugging.
27. To reduce the risk of fire or electric shock due to internal component damage, use only Shark® cleaning solution. See the Cleaning Fluid section of this Instruction Booklet.
28. **DO NOT** pull or carry by cord, use cord as a handle, close a door on cord, or pull cord around sharp edges or corners. **DO NOT** run appliance over cord. Keep cord away from heated surfaces.
29. **DO NOT** unplug by pulling on cord. To unplug, grasp the plug, not the cord.
30. Use indoors only.
31. **DO NOT** use carpet cleaner on hard floors or wool as it may damage your floor. To avoid damage to flooring and to avoid potential slip hazard, after use: (a) move to a hard sealed surface (avoid unsealed, wood and laminate) and (b) place unit on absorbent material like a towel to soak up any liquid.
32. **DO NOT** fill solution tanks while installed on the appliance. Remove before filling.
33. **DO NOT** use vinegar in any tanks.
34. The areas around where you are cleaning may become wet, use care to avoid slipping and falling.
35. Use care when removing and reattaching the hand tool to the crevice tool to avoid accidental activation of the cleaning solution. **DO NOT** spray solution on your skin or in your eyes.
36. Improper connection of the equipment grounding conductor can result in a risk of electric shock. Check with a qualified electrician or service person if you are in doubt as to whether the socket is properly grounded. **DO NOT** modify the plug provided with the appliance. If the plug will not fit the socket, have a proper socket installed by a qualified electrician.
37. This appliance is for use on a nominal V circuit and has a grounding attachment plug that looks like the plug illustrated below. Make sure that the appliance is connected to a socket having the same configuration as the plug. No adaptor should be used with this appliance.
38. **DO NOT** immerse. To reduce risk of electric shock, use only on carpet moistened by cleaning.
39. **DO NOT** run over edges of area rugs.
40. Stalling the brush roll may result in premature belt failure.
41. Avoid repeated strokes over the same area, to help prevent damage to Berber/ Loop Pile carpets.
42. Check manufacturer's tag prior to cleaning area rugs for any specific cleaning guidelines. We **DO NOT** recommend deep cleaning delicate rugs (including silk, antique, or area rugs that **DO NOT** have a manufacturer's tag).
43. **DO NOT** store unit where temperatures reach freezing levels to avoid damaging internal parts.
44. **FIRST AID** Keep out of reach of children. Causes skin and serious eye irritation. **IF IN EYES**, rinse continuously with water for minutes. Remove contact lenses if present and easy to do so. Continue rinsing. **IF ON SKIN**, wash with soap and water. If skin and eye irritation persists, seek medical attention. Please recycle container. Dispose of contents/container with a licensed waste disposal site in accordance with the requirements of the local waste disposal authority. **DO NOT** dispose in drains or watercourses in concentrate form.
45. The appliance is not to be used by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction.
46. Children being supervised not to play with the appliance.
47. If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.
48. The plug must be removed from the socket-outlet before cleaning or maintaining the appliance.
49. A liquid dispensing system shall specify the amount and type of the liquid to be used.

WHAT'S INCLUDED:



Lift the unit only by the carry handle (K). Do not lift it by the wand (A) or by the dirty water tank (F) handle.

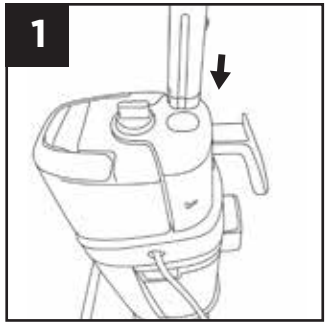




- **A** Wand
- **B** Spray Trigger
- **C** Wand Release Button
- **D** Mode Select Dial
- **E** CarpetForce Tank
- **F** Dirty Water Tank
- **G** Upduct Window
- **H** Floor Nozzle
- **I** Suction Inlet
- **J** Brushroll
- **K** Carry Handle
- **L** Shark Solution
- **M** Inlet Removal Tabs

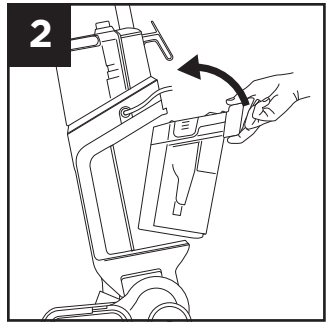
GETTING STARTED

1



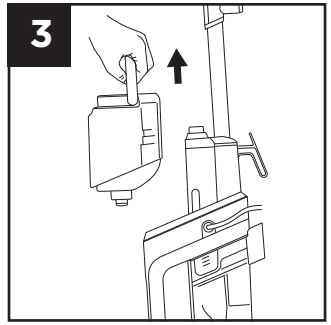
Insert wand into the top of unit until it clicks into place.

2



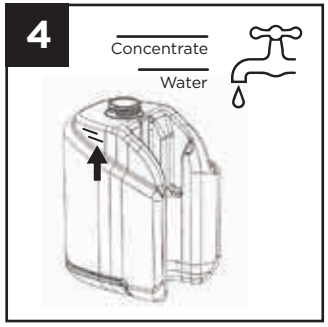
Install the dirty water tank. Insert the bottom first, then tilt the tank forward until it clicks into place.

3



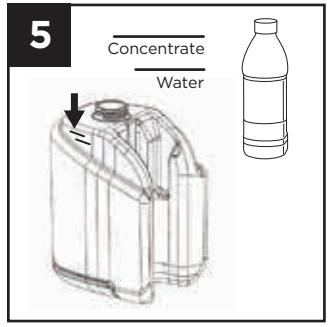
Lift the CarpetForce Tank by the handle to detach it.

4



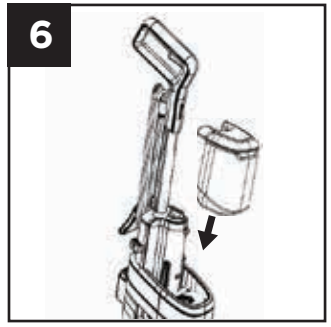
Unscrew the cap on the bottom of tank, and add water up to the WATER fill line.

5



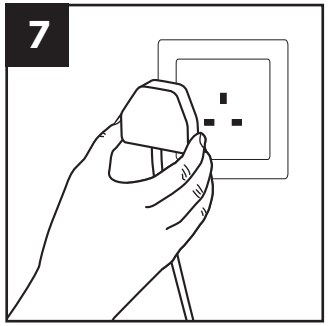
Add Shark Solution up to the CONCENTRATE fill line. For best results, start with a full tank.

6



Reattach cap, then reinstall the CarpetForce Tank until it clicks into place.

7



Insert the plug into the socket.

IMPORTANT: For best results, the CarpetForce tank must be filled with water and concentrate up to the fill lines before starting a cleaning session.

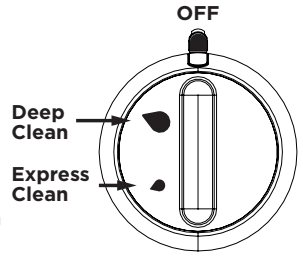
CLEANING WITH CARPETFORCE

IMPORTANT: For optimal performance, vacuum with a traditional vacuum cleaner BEFORE using CarpetForce. This is especially important when removing PET HAIR from carpet.
Note: It is normal for some hair to remain after the first pass with CarpetForce. Try another cleaning pass, or remove the hair manually.

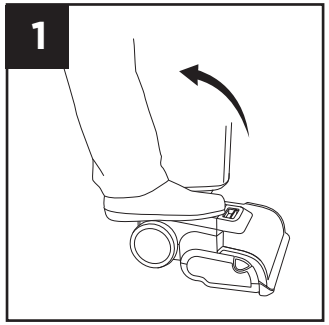
1 **Turn the Mode Select dial (D) to choose a cleaning mode.**

Deep Clean: Uses more solution than Express Clean Mode for a deeper wash with longer dry times and shorter tank runtimes. A full CarpetForce tank should provide at least 5 minutes of runtime.

Express Clean: Ideal for refreshing carpets that do not require a deep clean. Uses less solution than Deep Clean mode, meaning shorter dry times and longer-lasting solution in the tank.

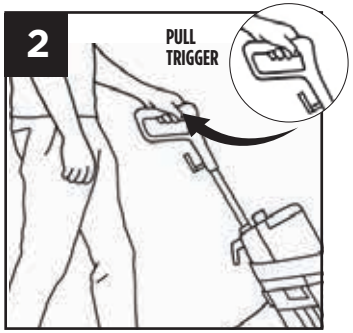


1



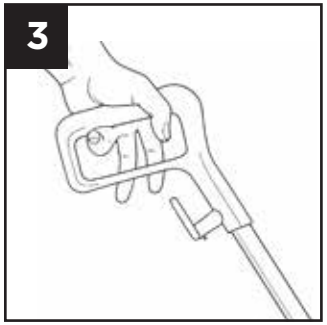
Power the motor on by gently stepping on the nozzle and reclining the body back by the handle. The suction motor will start and the brushroll will spin.

2



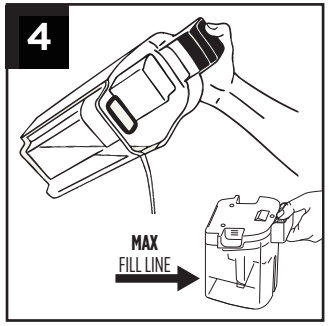
Push unit forward, holding down the trigger fully. Push at a consistent, slow pace.

3



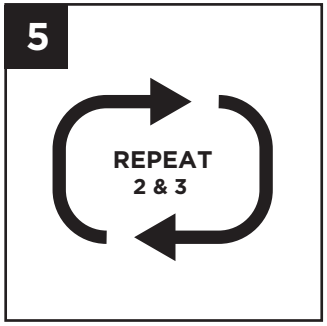
Make sure to completely release the trigger before moving backward. Move straight backward at a consistent pace.

4



When the dirty water tank is full, the motor noise will change to a different pitch. Empty the tank when full.

5



Repeat steps 2 and 3 until the carpet is completely clean.

Tip: Push the unit back and forth at a slower pace than a traditional vacuum. Moving too fast could cause suction power to turn off. If this happens, stand the unit upright and turn the dial to O. Wait a few seconds, then choose a cleaning mode, recline the handle, and continue cleaning.

CLEANING TIPS

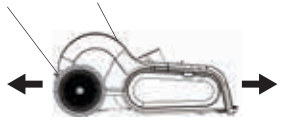
Note: If you have a thick or long-fibred rugs or carpet, please check your manufacturer's care instructions. If the instructions allow for using a carpet cleaner, you may need to move the unit over the surface faster to prevent it from automatically turning off. (Automatic shutoff is by design to protect the unit) To help ensure an even cleaning, avoid pulsing or partially squeezing the trigger.

DRY TIME TIPS

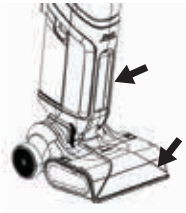
- Dry times range from about an hour to multiple hours. Factors that affect drying times include the selected cleaning mode, climate, humidity, trigger usage, and carpet thickness.
- Always release the trigger before moving backward. Repeated passes over the same spot with suction only (no trigger) will shorten dry times. Repeat cleaning passes until no more extracted fluid appears in the nozzle or the upduct window.
- Deep Clean mode uses more solution than Express Clean. If the carpet to be cleaned is not very dirty, use Express Clean for a shorter dry time.
- Try opening windows and interior doors to create airflow in the room and reduce dry times.



Release trigger to clean with suction only.



Move nozzle about 20cm per second.

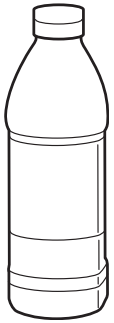


SHARK® CLEANING SOLUTIONS

Shark Cleaning Solutions

Use ONLY Shark-branded cleaning solutions. Make sure to only add cleaning solution to the CarpetForce tank. Unit is not compatible with other solutions or cleaners.

Note: You do not need to empty the CarpetForce tank after each use. You can leave remaining solution in the tank for next time.



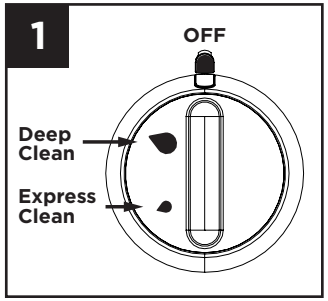
Scan the QR code above to order refills and to explore our complete range of cleaning solutions.

DIRTY WATER TANK MAINTENANCE

Note: Before performing any maintenance, make sure the unit is powered off and unplugged.

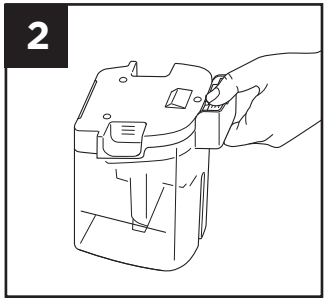
Note: After the power is turned off, it will take 2 to 3 seconds for the unit to clear the lines and shut down completely. **Tip:** Clean unit after every use to prevent odours and mould.

1



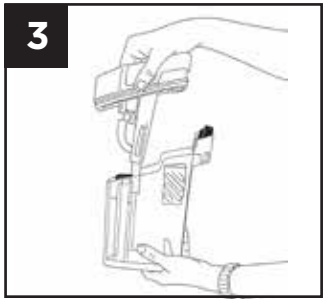
Turn the dial to the OFF position.

2



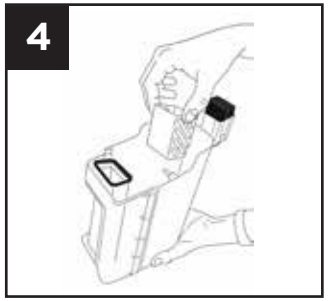
Remove the dirty water tank by pressing the release button and lifting out the tank.

3



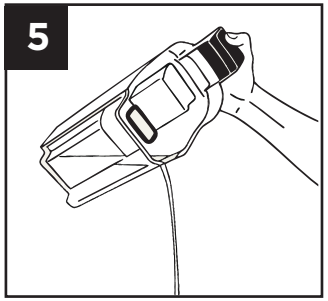
Lift off the lid and set it aside. DO NOT pour out dirty water until lid is removed.

4



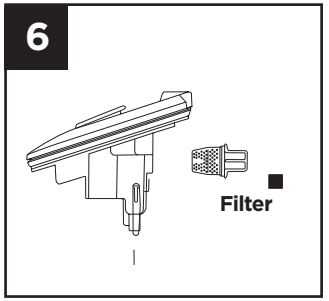
Lift the strainer out of the tank by the tabs on the side, and empty contents into the trash.

5



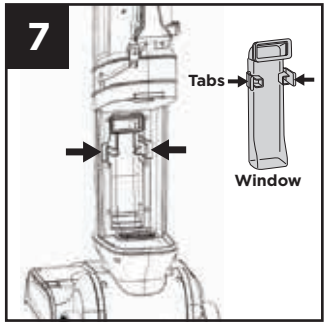
Dispose of the dirty water from the tank into a toilet or drain.

6



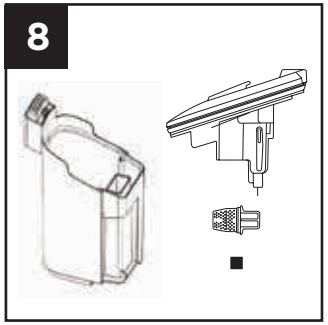
Remove the filter cover, then lift out the filter. Wash the filter with soap and water.

7



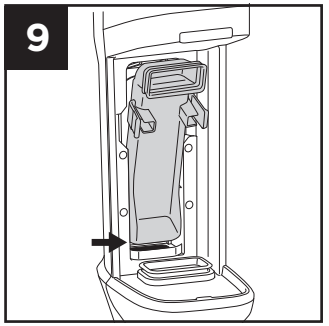
Remove the window by pinching the tabs, then wash the window with soap and water.

8



Lightly wash all parts, and allow them to air-dry completely before reassembly.

9

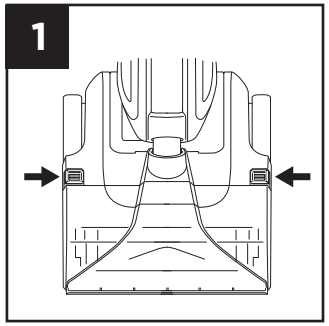


Insert the bottom of the window into the frame of the inlet. (Make sure it is not resting on top of the frame.) Pivot the window toward the front of the product to click the two tabs into place.

BRUSHROLL MAINTENANCE

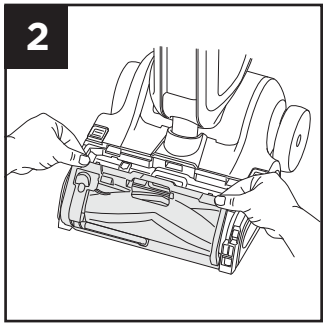
Note: Before performing any maintenance, make sure the unit is powered off and unplugged from the wall socket.

1



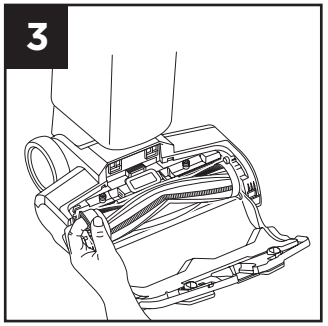
Detach the suction inlet by sliding the tabs toward the wheels.

2



Lift the inlet cover by the tabs on the top

3



Remove the brushroll by pulling up on the side tab.

4



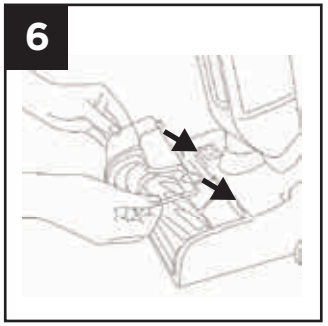
Rinse the brushroll with soapy water, and cut away any wrapped hair with scissors. Allow brushroll to air-dry before reinstalling.

5



Rinse the suction inlet with clean water and allow it to air-dry completely before reinstalling.

6



To reinstall the suction inlet, insert the top two tabs into the openings on the nozzle, then push down until both tabs click into place.

MOVING THE UNIT

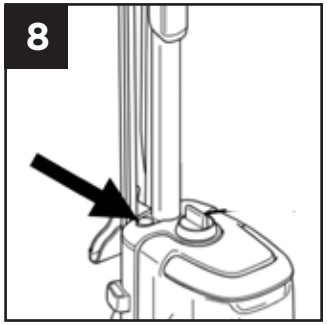
7



ONLY lift the unit by the Carry Handle on the back. Do NOT lift the unit by the wand handle.

REMOVING THE WAND

8



Remove the wand by pressing the release button and lifting up.

9



Insert the cord hook into the holder, and place the wrapped cord on the carry handle.

TROUBLESHOOTING

Note: Before performing any maintenance, make sure the unit is powered off and unplugged.

Unit is leaking.

Be sure the cap is sealed tightly and the tank is firmly pressed down. A leak coming from the vents on the bottom rear of the nozzle could be caused by using too much soap, over-cleaning the same area, or shaking the dirty water tank. Make sure the strainer is installed in the dirty water tank to prevent splashing.

Suction is weak.

Make sure all parts are correctly installed (dirty water tank, upduct window, brushroll, brushroll cover, and nozzle). DO NOT check suction by putting your hand under the nozzle while it is running. Check the filters: With the unit unplugged, press the tab at the rear of the nozzle to remove the filter door. Clean any dust or debris off the foam filter, then reinstall. Check the filter inside the dirty water tank: remove all dust and debris, then reinstall.

Solution is not dispensing.

Be sure the CarpetForce tank is full, and both tanks are attached securely. The mode dial needs to be in the Deep or Express position, and the trigger needs to be pulled to dispense the solution. If it is in the OFF position, and the trigger is pulled, no fluid will be dispensed.

Unit is leaving hair on the carpet.

It is normal for some hair to remain after the first pass with CarpetForce. Try another cleaning pass, or remove the hair manually. For optimal performance, clean with a traditional vacuum cleaner before using CarpetForce.

Carpets are oversaturated after cleaning.

If you don't need to deep-clean, use Express Clean Mode to clean with less solution. Do not press the trigger for too long while moving forward, and don't use it at all when moving backward. If the carpet is still wet after cleaning, try repeated suction-only cleaning passes without using the trigger at all. Factors that affect drying times include the selected cleaning mode, climate, humidity, trigger usage, and carpet thickness.

Unit starts unexpectedly or fails to shut off.

If CarpetForce is dropped or otherwise heavily impacted, it may start unexpectedly and continue to run when the power switch is turned off. If this occurs, immediately unplug the unit. Do NOT plug the vacuum back in. Do NOT attempt to operate, troubleshoot, or repair the unit. Contact support. sharkclean.co.uk or https://support.sharkclean.co.uk
0800 862 0453

TWO (2) YEAR LIMITED GUARANTEE

When a consumer buys a product in the UK, they get the benefit of legal rights relating to the quality of the product (your "legal rights"). You can enforce your legal rights against your retailer, including Shark if you bought your Shark appliance from **sharkclean.co.uk**. However, at Shark we are so confident about the quality of our products that we give the owner an additional, free parts and labour manufacturer's guarantee of up to 2 years.

A household appliance like a Shark floorcare appliance constitutes a sizeable investment. Your new machine needs to work properly for as long as possible. The guarantee it comes with is an important consideration - and reflects how much confidence the manufacturer has in its product and manufacturing quality.

The manufacturer's guarantee does not affect your legal rights.

How long are new Shark machines guaranteed for?

Our manufacturer's guarantee lasts for one year from the date of purchase as standard, or for two years if you register your purchase with us within 28 days. There is information on how to register below.

How do I register my Shark guarantee?

If you have purchased your Shark appliance directly from sharkclean.co.uk your guarantee is registered automatically. If you bought it from anywhere else, you can register your guarantee online within 28 days of purchase.

- To register online, please visit **www.sharkclean.co.uk/register-guarantee** or scan the QR code in your instruction manual.
- Keep a note of the date you purchased the machine.

IMPORTANT:

- Keep your receipt if you bought your Shark floorcare appliance from anywhere except **sharkclean.co.uk**. You will need it to claim under your guarantee.
- The free Shark guarantee only applies to Shark owners living permanently in the UK.

What are the benefits of registering my free Shark guarantee?

When you register your guarantee, you will get an extra four years of cover. We'll also have your details to hand if we ever need to get in touch. If you further agree to receive communications from us, you can also receive tips and advice on how to get the best out of your Shark floorcare appliance and hear the latest news about new Shark technology and launches.

What is covered by the free Shark guarantee?

Repair or replacement (at Shark's option) of your Shark machine, including all parts and labour.

What is not covered by the free Shark guarantee?

- Normal wear and tear.
- Accidental damage or faults caused by negligent use or care, misuse, neglect, careless operation, or handling of the Shark appliance which is not in accordance with the Shark Operating Manual supplied with your machine.
- Damage caused by use of the Shark appliance for anything other than normal domestic household purposes.
- Damage caused by use of parts not assembled or installed in accordance with the operating instructions.
- Damage caused by use of parts and accessories which are not Shark Genuine Components
- Faulty installation (except where installed by Shark).
- Repairs or alterations carried out by parties other than Shark or its agents.

How can I claim under the free Shark guarantee?

Contact our customer service helpline on **0800 862 0453**. For service hours please visit our website under 'Contact Us'. It's free to call, and you'll be put straight through to a Shark representative. You'll also find online support at **https://support.sharkclean.co.uk.** The Shark representative will go through some troubleshooting with you, and if we conclude that the item has failed, we will send you a replacement part or a returns label to send the defective item back to us free of charge. When you have delivered the defective product to us, we will send you a replacement.

Please remember that the item will need to be boxed when you return it to us, which can be any suitable box; it does not have to be the original packaging.

Where can I buy genuine Shark spares and accessories?

Shark spares and accessories are developed by the same engineers who developed your Shark floorcare appliance. You'll find a full range of Shark spares, replacement parts and accessories for all Shark machines at **www. sharkclean.co.uk.** Please remember that damage caused by the use of non-Shark spares may not be covered under your guarantee.

PLEASE READ CAREFULLY AND KEEP FOR FUTURE REFERENCE.

This Instruction Booklet is designed to help you get a complete understanding of your new Shark® carpet cleaner.

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