Shark CarpetForce™

EX500 SERIES
OWNER'S GUIDE

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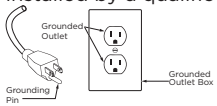
IMPORTANT SAFETY INSTRUCTIONS

FOR HOUSEHOLD USE ONLY READ ALL INSTRUCTIONS BEFORE USING THIS CARPET CLEANER

⚠ WARNING

To reduce the risk of fire, electric shock, injury, or property damage:

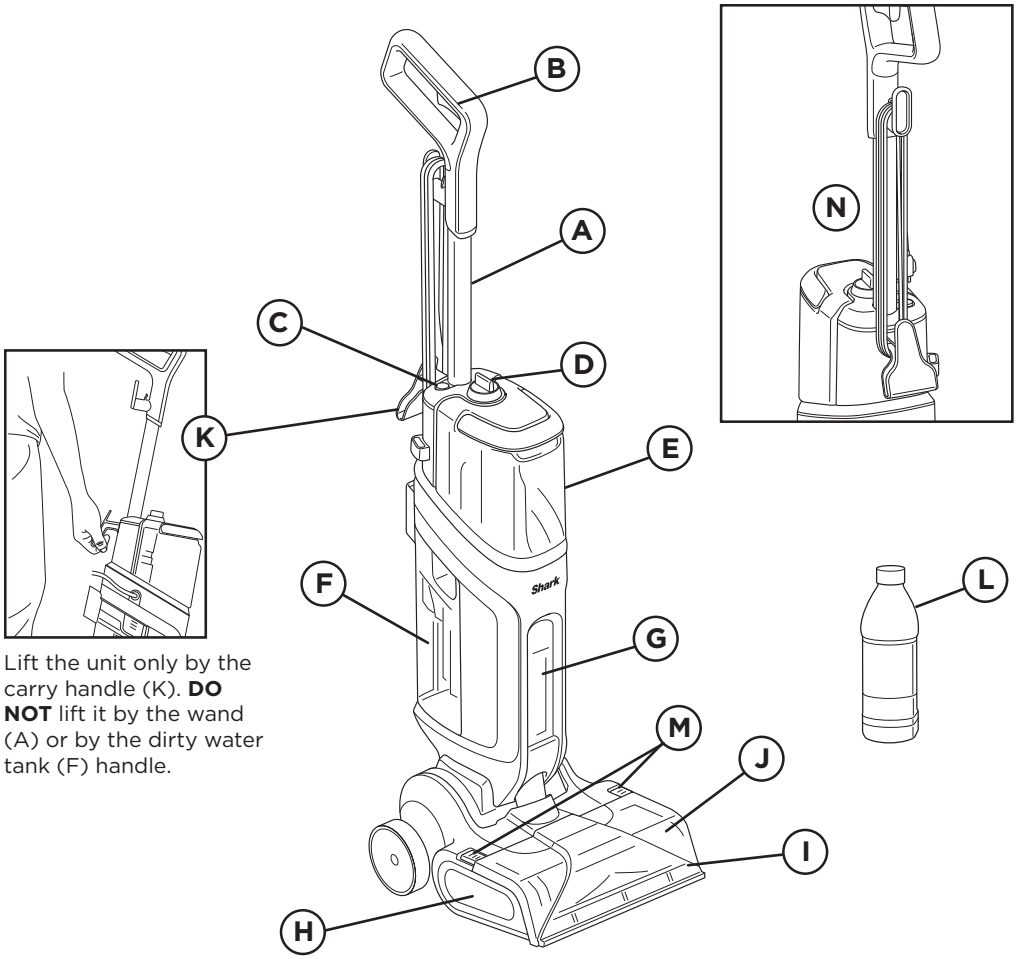
1. If the power cord plug does not fit fully into the outlet, contact a qualified electrician. **DO NOT** force into outlet or try to modify to fit.
2. To reduce the risk of shock and unintended operation, unplug before servicing.
3. This carpet cleaner consists of a motorized nozzle, main body, pole, handle, hose, and hand tools. 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 Guide.
7. **DO NOT** immerse or spray water on the body of the carpet cleaner.
8. To clean the surface, wipe with a dry cloth.
9. Keep the carpet cleaner's cord out of reach of children.
10. **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.
11. 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. Cleaning and user maintenance shall not be done by children.
12. **DO NOT** handle plug or carpet cleaner with wet hands.
13. **DO NOT** use without the dirty water tank, clean solution tank, filter, brushroll, diverter valve, and brushroll cover in place.
14. Use only identical replacement parts. Only use Shark® branded filters and accessories.
15. **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.
16. **DO NOT** use if nozzle airflow is restricted. If the air paths or the motorized 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.
17. **DO NOT** use if carpet cleaner is not working as it should, or has been dropped, damaged, left outdoors, or dropped into water.
18. Use extra care when cleaning on stairs.
19. **DO NOT** leave the carpet cleaner unattended while plugged in.
20. When using on any surface, always keep the carpet cleaner moving to avoid damaging the surface (e.g., carpet fibers).
21. **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.
22. **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, gasoline, or kerosene).
    - **f)** Toxic materials (chlorine bleach, ammonia, or drain cleaner).
23. **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 vapors (lighter fluid, gasoline, kerosene, paint, paint thinners, mothproofing substances, or flammable dust).
24. Turn off the carpet cleaner 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. **DO NOT** modify or attempt to repair the carpet cleaner yourself. **DO NOT** use the carpet cleaner if it has been modified or damaged.
27. Turn off all controls before unplugging.
28. To reduce the risk of fire or electric shock due to internal component damage, use only Shark® cleaning fluid. See the Cleaning Fluid section of this Instruction Book.
29. **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.
30. **DO NOT** unplug by pulling on cord. To unplug, grasp the plug, not the cord.
31. Use indoors only.
32. **DO NOT** use carpet cleaner on hard floors 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).
    - **b)** place unit on absorbent material like a towel to soak up any liquid.
33. **DO NOT** fill solution tanks while installed on the appliance. Remove before filling.
34. The areas around where you are cleaning may become wet. Use care to avoid slipping and falling.
35. **GROUNDING INSTRUCTIONS:** This appliance must be grounded. If it should malfunction or break down, grounding provides a path of least resistance for electric current to reduce the risk of electric shock. This appliance's cord has an equipment-grounding conductor and a grounding plug. The plug must be inserted into an appropriate outlet that is properly installed and grounded in accordance with all local codes and ordinances.
36. **WARNING**: 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 outlet is properly grounded. **DO NOT** modify the plug provided with the appliance. If the plug will not fit the outlet, have a proper outlet 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 above. Make sure that the appliance is connected to an outlet 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** use vinegar in any tanks.
40. **DO NOT** run over edges of area rugs.
41. Stalling the brushroll may result in premature failure.
42. Avoid repeated strokes over the same area to help prevent damage to Berber carpets.
43. Check manufacturer's tag prior to cleaning area rugs for any specific cleaning guidelines. We **DO NOT** recommend deep cleaning delicate rugs (including wool, cotton, silk, antique, or area rugs that **DO NOT** have a manufacturer's tag).
44. **DO NOT** store unit where temperatures reach freezing levels to avoid damaging internal parts.
45. **FIRST AID** Keep out of reach of children. Causes skin and serious eye irritation. **IF IN EYES**, rinse continuously with water for several 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.
46. Please recycle container. Dispose of contents/container with a licensed waste disposal site in accordance with the requirements of the local waste disposal authority.
47. **DO NOT** dispose in drains or watercourses in concentrate form.

SAVE THESE INSTRUCTIONS

WHAT'S INCLUDED:

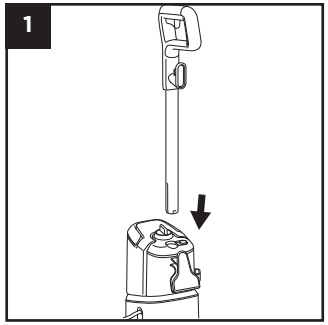


Lift the unit only by the carry handle (K). **DO NOT** lift it by the wand (A) or by the dirty water tank (F) handle.

- **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® Cleaning Solution
- **M** Inlet Removal Tabs
- **N** Cord Wrap

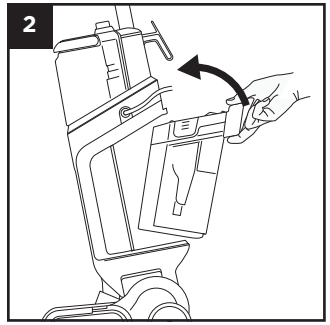
GETTING STARTED

1



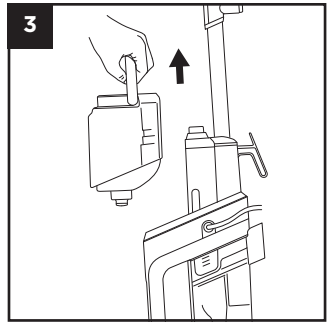
Insert wand into the top of unit until it clicks into place.

2



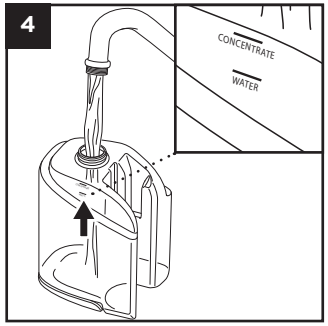
Install the dirty water tank. Insert the bottom first, then tilt the tank forward until it clicks into place.

3



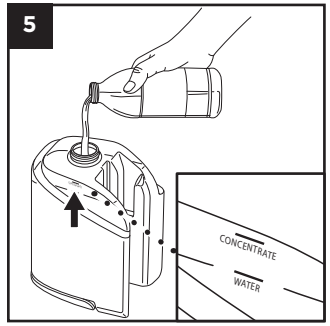
Lift the CarpetForce Tank by the handle to detach it.

4



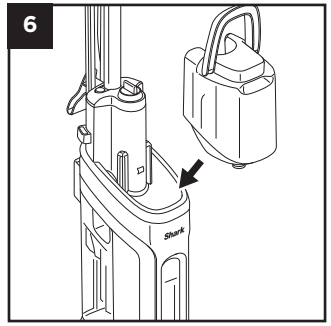
Unscrew the cap on the bottom of tank, and add water up to the WATER fill line. **DO NOT** use water hotter than 140°F (60°C).

5



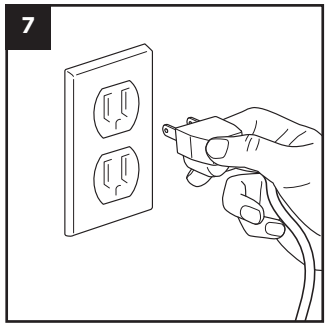
Add Shark® Cleaning Solution up to the CONCENTRATE fill line. For best results, start with a full tank.

6



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

7



Insert the plug into the outlet.

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

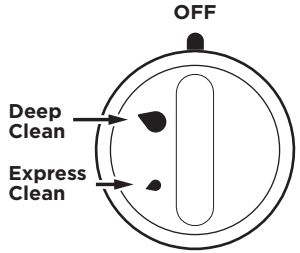
CLEANING WITH CARPETFORCE™

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.

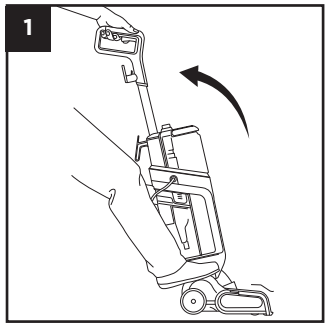
1 **Turn the Mode Select dial (D) to choose a cleaning mode.**

Deep Clean: Uses more solution than Express Clean Mode for a deeper wash with standard 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.

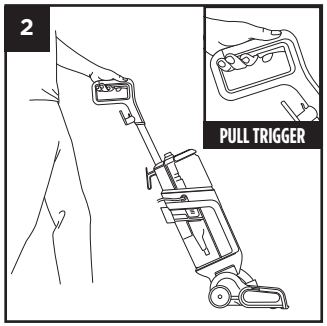


1



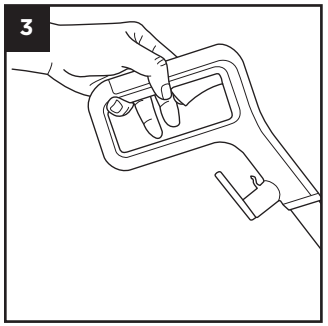
Power the motor on by gently stepping on the nozzle and reclining the body back by the handle. The suction motor will start and the brushroll will spin.

2



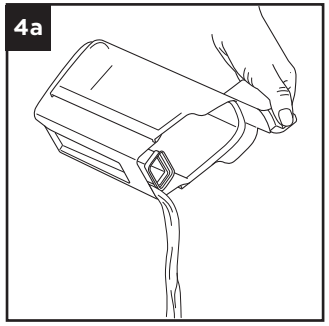
Push unit forward, holding down the trigger fully. Push at a consistent, slow pace.

3

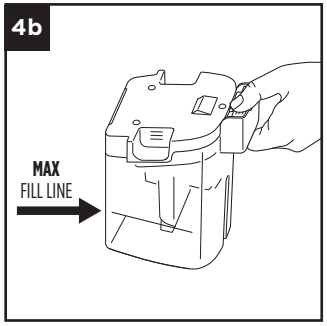


Make sure to completely release the trigger before moving backward. Move straight backward at a consistent pace.

4a



4b



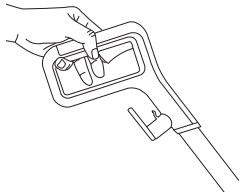
When the dirty water tank is full, the motor noise will change to a different pitch. Empty the tank when full.
Repeat steps 2 and 3 until the carpet is completely clean.

CLEANING TIPS

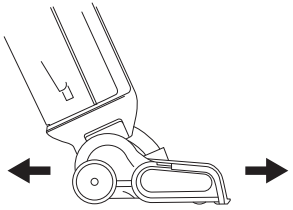
- Check your manufacturer's care instructions. Some carpets and rugs are not meant to be cleaned by a carpet cleaner.
- **DO NOT** use on delicate fabrics such as wool and silk.
- **DO NOT** use on damaged carpets.
- **DO NOT** run over frayed threads, including edges of carpets.
- The brushroll may jam when cleaning thick carpets. First, confirm that your carpet is able to be cleaned by a carpet extractor. If it is, try moving the unit more quickly to prevent the automatic shutoff protection feature from activating. If automatic shutoff occurs, power off the unit, unplug the cord, then plug it back in and turn power on to resume.
- For consistent cleaning, avoid pulsing or partially squeezing the trigger.
- Moving the unit too quickly can cause splashing in the dirty water tank, which may temporarily stop suction. If this happens, stand the unit upright and turn off power. Wait a few seconds, then turn on power, select a cleaning mode, recline the handle, and continue.
- **DO NOT** use on sofas or beds.

DRY TIME TIPS

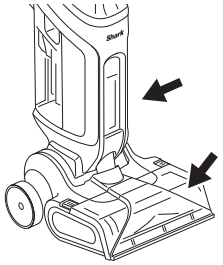
- Dry times range from about an hour to multiple hours. Factors that affect drying times include the selected cleaning mode, climate, humidity, trigger usage, and carpet thickness.
- Always release the trigger before moving backward. To shorten dry times, make additional passes with suction only, without using the trigger. Continue until no extracted fluid is visible in the nozzle or 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 8 inches per second.

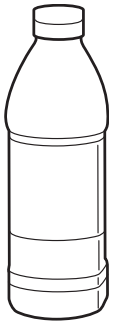


SHARK® CLEANING SOLUTIONS

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.



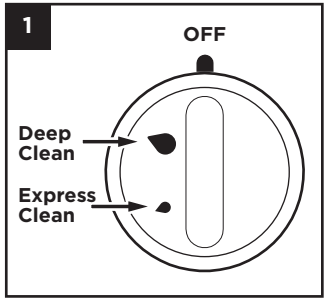
Scan the QR code above to order refills and to explore our complete range of cleaning solutions.

DIRTY WATER TANK MAINTENANCE

Tip: Clean unit after every use to prevent odors and mold, and to maintain the best performance.

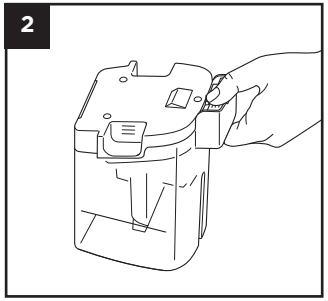
Note: After the power is turned off, it will take 2 to 3 seconds for the unit to clear the lines and shut down completely.

1



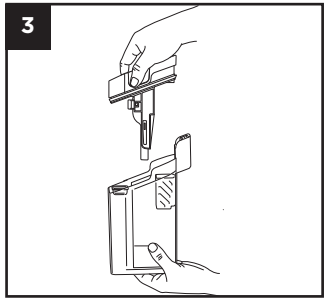
Turn the dial to the **OFF** position.

2



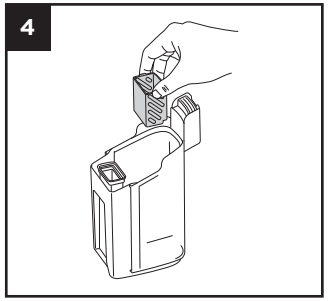
Remove the dirty water tank by pressing the release button and lifting out the tank.

3



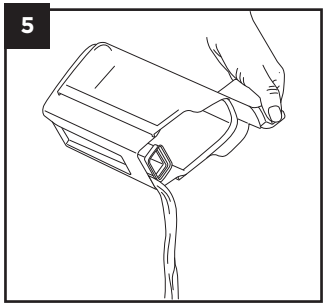
Lift off the lid and set it aside. **DO NOT** pour out dirty water until lid is removed.

4



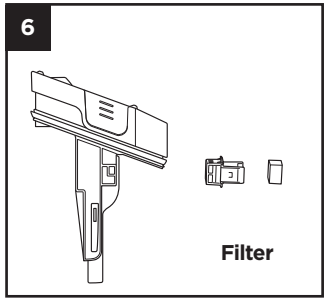
Lift the strainer out of the tank by the tabs on the side, and empty contents into the trash.

5



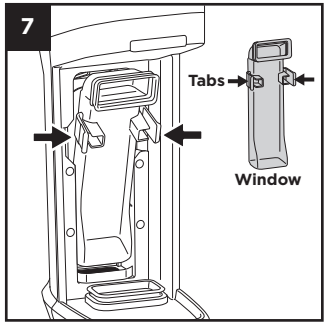
Dispose of the dirty water from the tank into a toilet or drain. Wash and dry before reattaching.

6



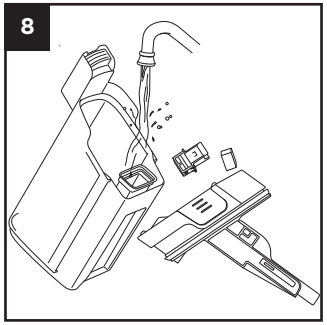
Remove the filter cover, then lift out the filter. Wash and dry.

7



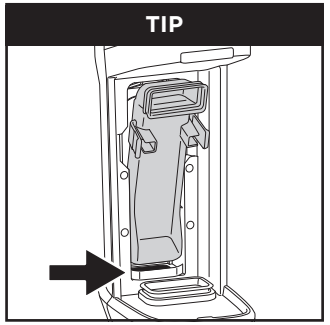
Remove the window by pinching the tabs, then wash and dry the window before reinstalling.

8



Remove motor filter and wash off any debris to ensure powerful suction.

TIP

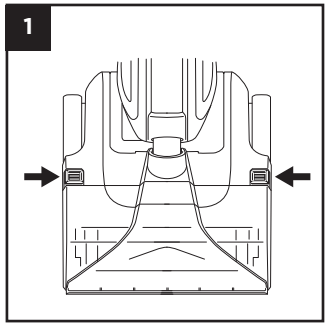


Insert the bottom of the window into the frame of the inlet. (Make sure it is not resting on top of the frame.) Pivot the window toward the front of the product to click the two tabs into place.

BRUSHROLL MAINTENANCE

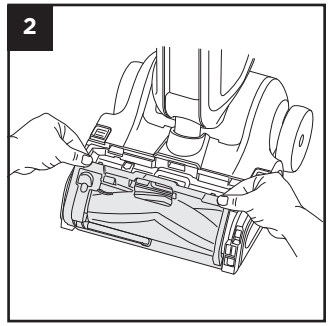
Note: Before performing any maintenance, make sure the unit is powered off and unplugged from the wall outlet.

1



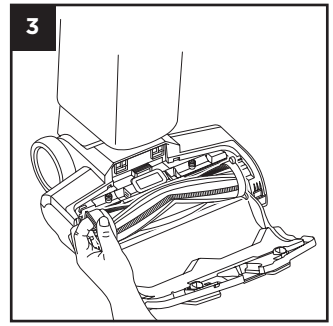
Detach the suction inlet by sliding the tabs toward the wheels.

2



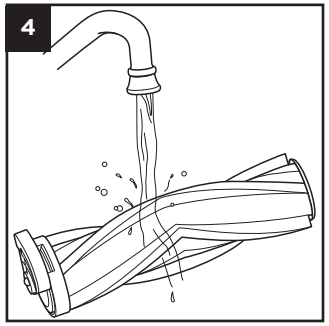
Lift the inlet cover by the tabs on the top.

3



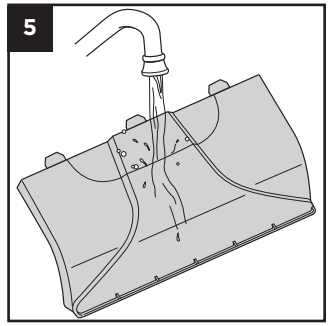
Remove the brushroll by pulling up on the side tab.

4



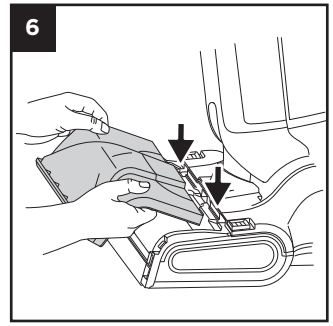
Rinse the brushroll with soapy water, and cut away any wrapped hair with scissors. Allow brushroll to air-dry before reinstalling.

5



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

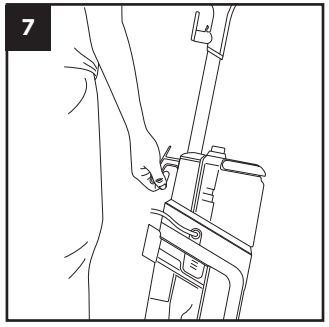
6



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

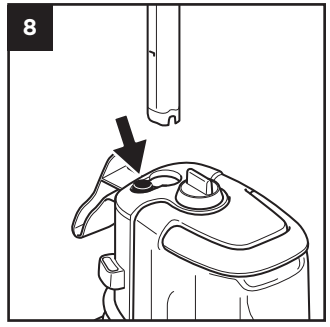
7



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

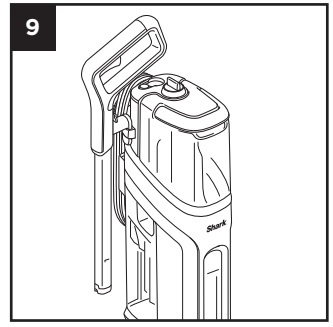
REMOVING THE WAND

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 the dial 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.sharkninja.com or call Customer Service at **1-855-427-5127.**

Shark | NINJA

THREE (3) YEAR LIMITED WARRANTY

The Three (3) 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 three (3) 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:

CALIFORNIA RESIDENTS ONLY: The three (3) Year Limited Warranty period begins on the original date of delivery or pickup.

What is covered by this warranty?

1. The original unit and/or non-wearable parts deemed defective, in SharkNinja's sole discretion, will be repaired or replaced up to three (3) 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 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**.
2. Any unit that has been tampered with or used for commercial purposes.
3. Damage caused by misuse, abuse, negligent handling, failure to perform required maintenance (e.g., not cleaning the filters or not removing debris from the hand tool or hose), 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** for product care and maintenance self-help. Our Customer Service Specialists are also available at **1-855-427-5127** to assist with product support and warranty service options, including the possibility of upgrading to our VIP warranty service options for select product categories. So we may better assist you, please register your product online at registeryourshark.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 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 **1-855-427-5127** to initiate a warranty claim. You will need the receipt as proof of purchase. 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. 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® CarpetForce™

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

1-855-427-5127
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.

This product may be covered by one or more U.S. patents. See sharkninja.com/patents for more information.

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