

# Shark®

WWW.SHARKCLEAN.COM

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**LIFT-AWAY™ PRO  
STEAM POCKET® MOP**

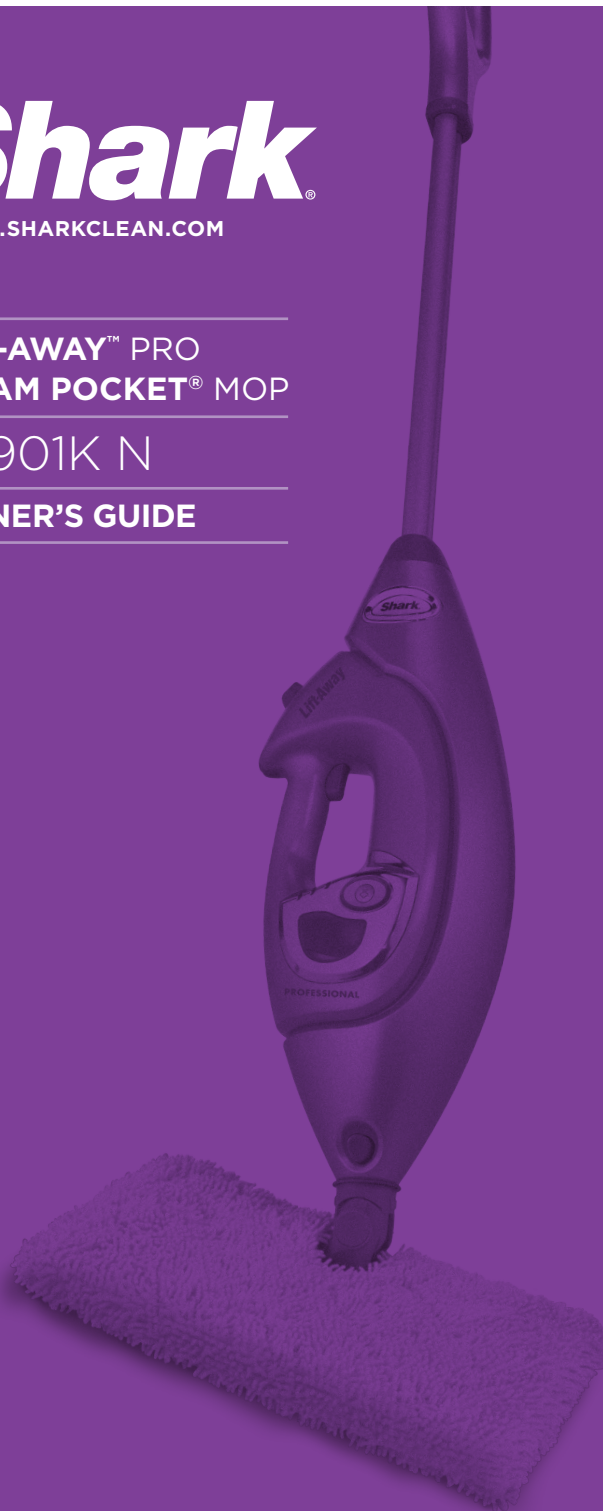
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S3901K N

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**OWNER'S GUIDE**

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# IMPORTANT SAFETY INSTRUCTIONS

## For Household Use Only

WHEN USING YOUR *SHARK*<sup>®</sup> STEAM MOP, BASIC SAFETY PRECAUTIONS SHOULD ALWAYS BE FOLLOWED, INCLUDING THE FOLLOWING:

READ ALL INSTRUCTIONS BEFORE USING YOUR *SHARK*<sup>®</sup> STEAM MOP.

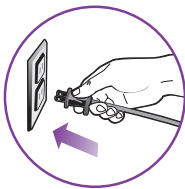


### DANGER OF SCALDING.

Please use caution when using the steam mop. The steam emitted from the steam mop is very hot.

### POLARIZED PLUG:

This appliance has a polarized plug (one blade is wider than the other). As a safety feature, this plug will fit into a polarized outlet only one way. If the plug does not fit fully into the outlet, reverse the plug. If it still does not fit, contact a qualified electrician. **Do not attempt to defeat this safety feature.**



## WARNING:


TO REDUCE THE RISK OF FIRE, ELECTRIC SHOCK OR INJURY:

1. Use the system only for its intended use.
2. **DO NOT** use outdoors.
3. **DO NOT** leave the appliance unattended when plugged in. Always unplug the power cord from the electrical outlet when not in use and before servicing.
4. **DO NOT** allow the appliance to be used by children. Close attention is necessary when used by or near children, pets or plants.
5. Use only as described in this manual.
6. Use only manufacturer's recommended accessories.
7. **DO NOT** use with damaged cord or plug. If appliance is not working as it should, has been dropped, damaged, left outdoors, or dropped into water. Return the appliance to EURO-PRO Operating LLC for examination and repair. Incorrect re-assembly or repair can cause a risk of electrical shock or injury to persons when the appliance is used.
8. To protect against a risk of electric shock, **DO NOT** immerse the steam mop into water or any other liquids.
9. **DO NOT** handle plug or steam mop with wet hands or operate appliance without shoes.
10. **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.
11. **DO NOT** unplug by pulling on power cord. To unplug, grasp the plug not the power cord. Do not use extension cords or outlets with inadequate current carrying capacity.



TOLL FREE: 1-800-798-7398

12. **DO NOT** put any objects into openings. Do not use with any opening that is blocked.
13. **DO NOT** put hands or feet under the steam mop. Unit gets very hot.
14. In mop mode use **ONLY** on flat, horizontal surfaces. Do not use on walls, counters or windows.
15. **DO NOT** use on leather, wax polished furniture or floors, synthetic fabrics, velvet or other delicate, steam sensitive materials.
16. **DO NOT** add cleaning solutions, scented perfumes, oils or any other chemicals to the water used in this appliance as this may damage the unit or make it unsafe for use. If you live in a hard water area, we recommend using distilled water in your steam mop.
17. When in use, **NEVER** turn the appliance over or on its side. **NEVER DIRECT STEAM TOWARDS PEOPLE, ANIMALS OR PLANTS.**
18. **NEVER LEAVE THE STEAM MOP IN ONE SPOT ON ANY SURFACE FOR ANY PERIOD OF TIME WHEN THE CLEANING PAD IS ATTACHED AS THIS WILL DAMAGE YOUR FLOORS.**
19. Carefully remove the cleaning pad immediately after you have unplugged and allowed the steam mop to cool.
20. When cleaning the steam mop, unplug the power cord from the electrical outlet and clean with a dry or damp cloth. Do not pour water or use alcohol, benzene or paint thinner on the unit.
21. Extreme caution should be exercised when using this appliance to clean stairs.
22. Never use steam mop without the cleaning pad attached.
23. Keep your work area well lit.
24. Store steam mop indoors in a cool, dry place.
25. To avoid circuit overload, do not operate another appliance on the same socket (circuit) as the steam cleaner.
26. If an extension cord is absolutely necessary, an extension cord rated a minimum of 15 ampere, 14 gage cord should be used. Cords rated for less amperage may overheat. Care should be taken to arrange cord so that it cannot be pulled or tripped over.
27. Always unplug and allow the steam mop to cool before removing or changing mop heads.

 **WARNING:** Your steam mop is designed to clean hard floor surfaces that will withstand high heat. Do not use on unsealed wood or unglazed ceramic floors. On surfaces that have been treated with wax or some no wax floors, the sheen may be removed by the heat and steam action. It is always recommended to test an isolated area of the surface to be cleaned before proceeding. We also recommend that you check the use and care instructions from the floor manufacturer.

# SAVE THESE INSTRUCTIONS

[www.sharkclean.com](http://www.sharkclean.com)

This manual covers model number: S3901K N 11

### **TECHNICAL SPECIFICATIONS**

Voltage: 120V., 60Hz.

Power: 1550 Watts

Water Capacity: 300ml (10.14 oz.)



**TOLL FREE: 1-800-798-7398**

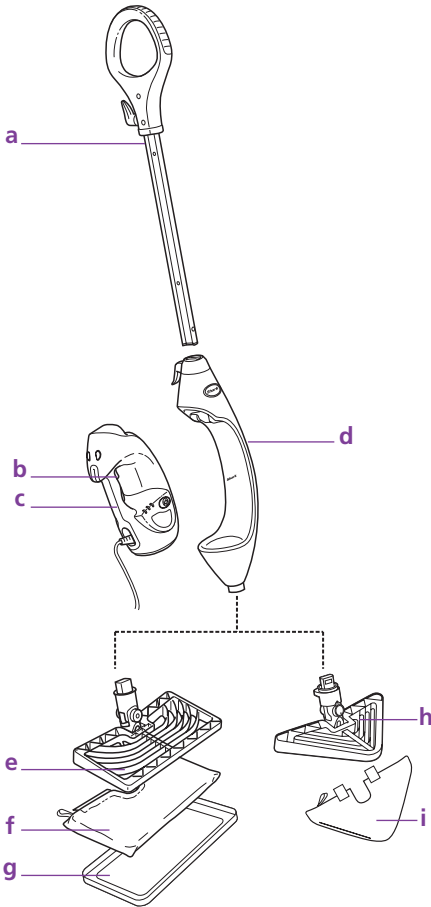
## Contents

Thank you for  
purchasing  
the **Shark®**  
**Lift-Away™ Pro**  
**Steam Pocket®**  
Mop.

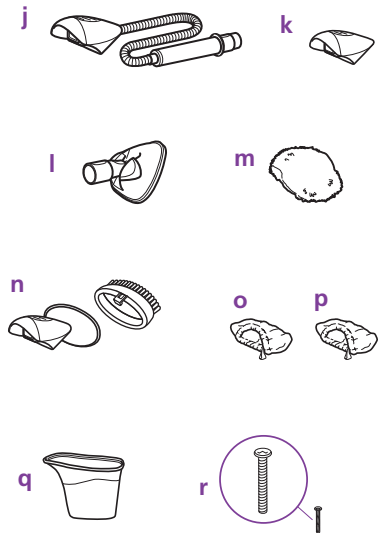
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## Getting Started

When assembling your steam mop there may be a little water in or around the water tank. This is because we test all our steam mops 100% before you buy them, so you get a quality **Shark® Lift-Away™ Pro Steam Pocket® Mop**.

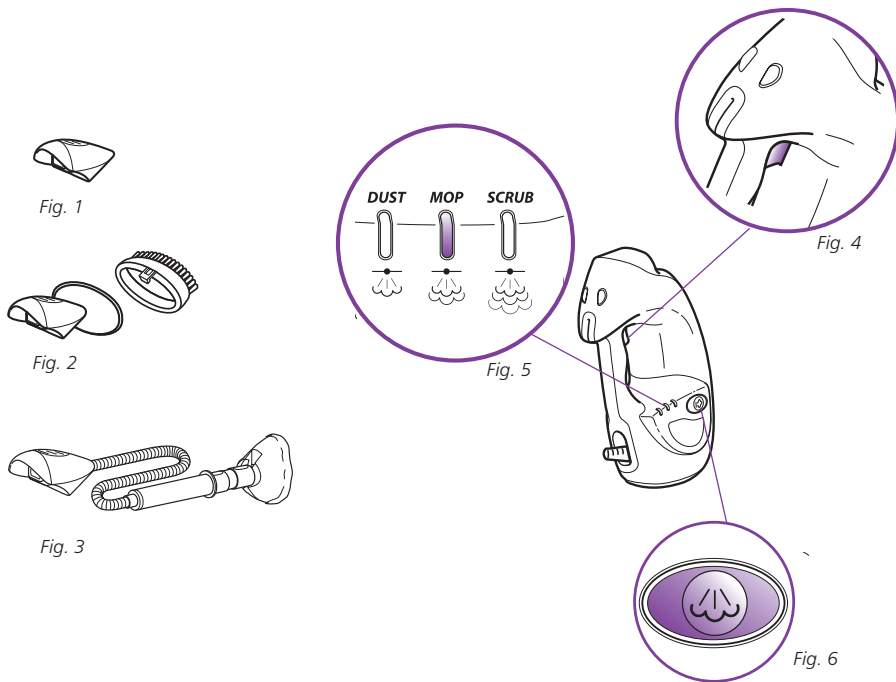


- a Mop Handle
- b Steam Trigger
- c Removable Handheld Steamer
- d Handheld Steamer Housing
- e All-Purpose Mop Head
- f Assorted Two-Sided Cleaning Pads for the All-Purpose Mop Head
- g Carpet Glider
- h Triangle Mop Head
- i Two-Sided Cleaning Pads for the Triangle Mop Head



- j Accessory Hose
- k Direct Steam Nozzle
- l Flat Scrubber Tool
- m All-Purpose Scrubber Pad for Flat Scrubber Tool
- n Garment Steamer and Bristle Frame
- o Garment Steamer Bonnet
- p Upholstery Bonnet
- q Filling Flask
- r (1) 6mm x 48mm Large Screw\*

\*Phillips or flat head screwdriver can be used. Screwdriver not included.



## ACCESSORIES:

### DIRECT STEAM NOZZLE

Loosen and dislodge compact dirt found in corners or tight places. **(Fig. 1)**

### GARMENT STEAMER & BRISTLE FRAME

This is ideal for removing wrinkles from clothing and freshening and grooming upholstery. **(Fig. 2)**

### FLAT SCRUBBER TOOL with ACCESSORY HOSE

Use with the accessory hose to clean a variety of surfaces such as counter tops, walls, mirrors, and windows. **(Fig. 3)**

## CONTROLS:

### STEAM TRIGGER

When using the Handheld Steamer, press and hold the steam trigger to start steaming. **(Fig. 4)**

### STEAM SETTINGS

The *Lift-Away™ Pro Steam Pocket®* Mop has three unique settings that can be used when mopping your floors or with the handheld unit. **(Fig. 5)**

### ON/STEAM SETTING

Press the **ON/STEAM SETTING** button to select the type of cleaning that you want. **(Fig. 6)**

## Getting Started with Your Steam Mop

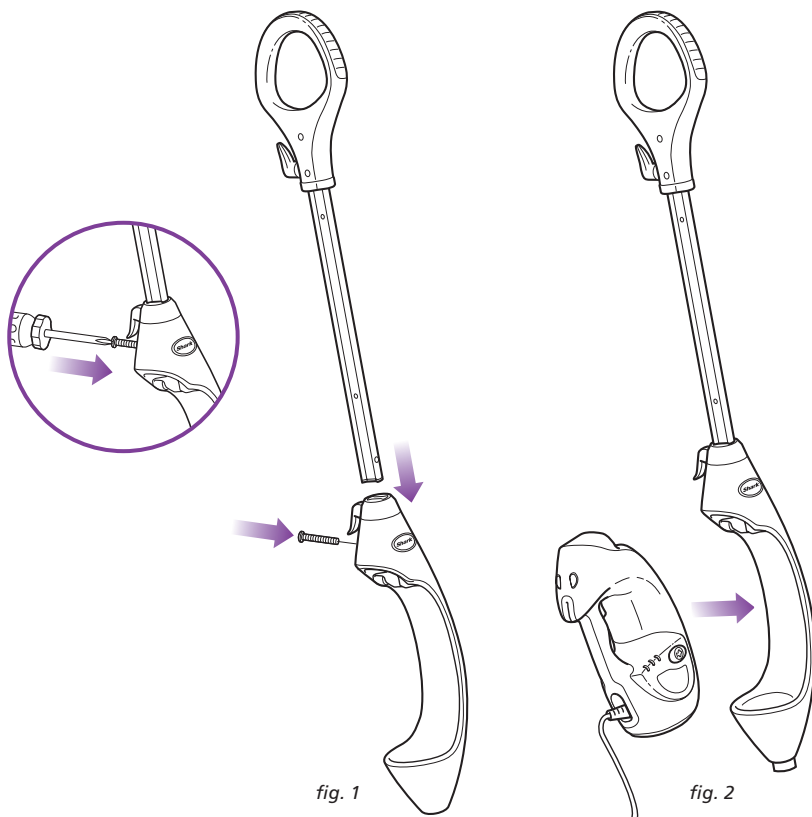


fig. 1

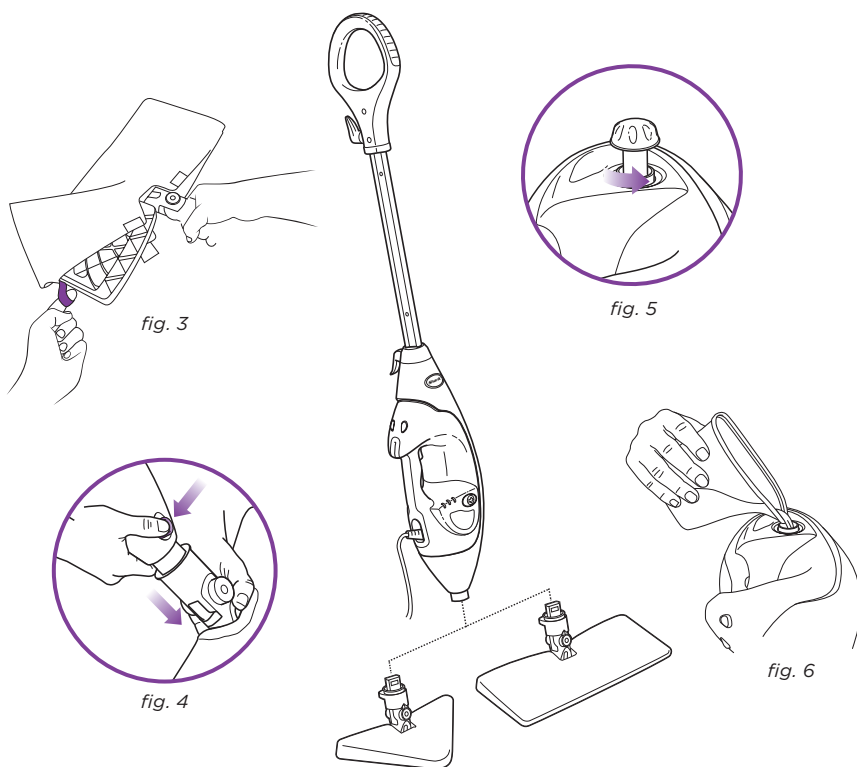
fig. 2

**⚠ IMPORTANT:** Always make sure the mop is **UNPLUGGED** from the wall when not in use. Never fill the mop, attach the mop head, change or remove the cleaning pad when the mop is plugged into the wall. To prolong the life of your **Shark® Lift-Away™ Pro Steam Pocket®** Mop we recommend using distilled water. Make sure you only add water to the tank. Chemicals or cleaning solution may damage the appliance and could be unsafe for you and your family.

### STEAM MOP ASSEMBLY

- 1 Insert the Mop Handle end labeled "Front" into the Steam Mop Housing. Make sure it is inserted past the line printed on the pole. Secure the assembled handle and pole by using the large screw and a Phillips or a flat head screw driver (screwdriver not included). (**fig. 1**)
- 2 Insert the Handheld Steamer into the Steam Mop Housing. (**fig. 2**)





- 3 Select either the All-Purpose Mop Head or the Triangle Mop Head and accompanying cleaning pad. Use the lavender loop on the side of the cleaning pad to slide the mop head into the pad pocket. Then secure the quick fasteners on the top of the pocket to lock in place. **(fig. 3)**
- 4 Snap the mop head into the mop body by lining up the groove on the back of the mop body with the groove on the back of the mop head. Push until you hear it latch into place. **(fig. 4)**
- 5 Turn the water tank cap counter clockwise and remove from the tank. **(fig. 5)**

Use the filling flask and pour water into the tank. Do not overfill. Replace the cap on the water tank. **(fig. 6)**

**⚠ IMPORTANT:** Do not use on unsealed wood or unglazed ceramic floors. On surfaces that have been treated with wax or some no wax floors, the sheen may be removed by the heat and steam action. It is always recommended to test an isolated area of the surface to be cleaned before proceeding. We recommend that you check the use and care instructions from the floor manufacturer.

**⚠ NOTE:** To prolong the life of your Steam Mop, we recommend using distilled water.

## Using Your Steam Mop

**! IMPORTANT:** Make sure you do not use the mop without attaching a cleaning pad and adding water to the tank first. When you are using the mop for the first time, it might take longer than the normal 30 seconds to start steaming.

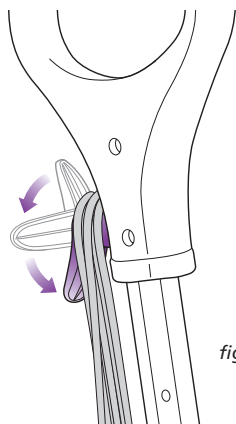


fig. 7

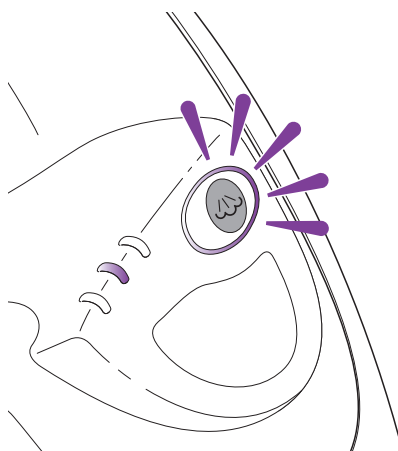
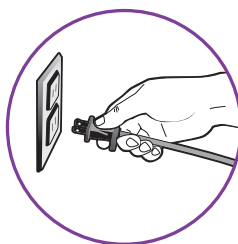


fig. 8



**! NOTE:** Sweep or vacuum your floors prior to cleaning with your Steam Mop.

Visit [www.NavigatorClean.com](http://www.NavigatorClean.com) for other great quick cleaning products to complement your Steam Mop, such as the *Shark® Navigator™ Lift Away®* vacuums.

- 1 Pull and twist the quick release cord holder to unwrap the power cord completely. Plug into a 120-volt electrical outlet. (fig. 7)
- 2 The **ON/STEAM SETTING** button will be blue. If the light does not turn on, reference the troubleshooting section on page 17. (fig. 8)

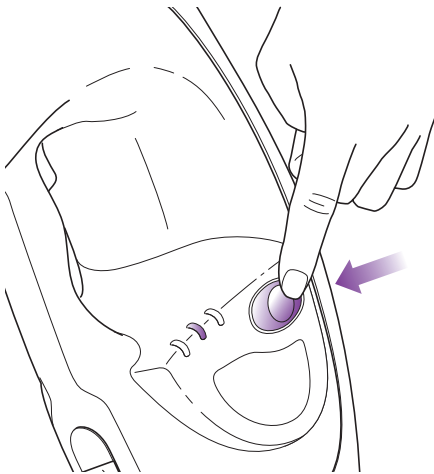


fig. 9

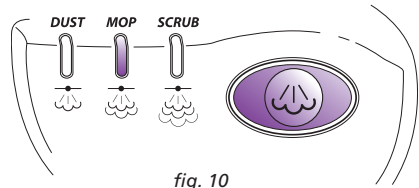


fig. 10

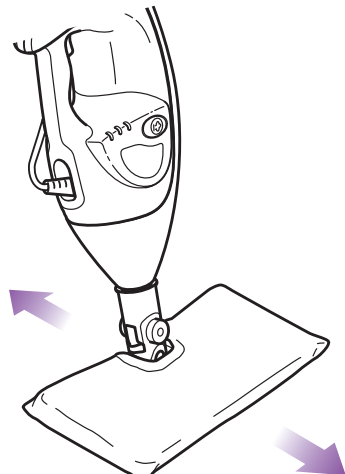


fig. 11

- 3 Press the **ON/STEAM SETTING** button once for **DUST** setting (**DUST** lighted setting indicator will flash and turn solid blue when it is ready to use). **DUST** setting is a light steam for a quick dusting and best dry time. (fig. 9)

Press the **ON/STEAM SETTING** button twice for **MOP**. **MOP** setting is for normal, everyday steam cleaning. (fig. 10)

Press the **ON/STEAM SETTING** button three times for **SCRUB**. **SCRUB** setting is for heavy cleaning and will leave floors damp.

After you have selected your desired steam setting, the setting indicator light will flash and turn solid blue when it is ready to use.

To better understand which steam setting to use for your cleaning task, see page 8.




- 4 Clean your floors with a forward and backward motion. (fig. 11)

When you are done, press the **ON/STEAM SETTING** button until the light blinks blue as in standby mode.

- ⚠ NOTE:** When using your *Shark® Lift-Away™* Pro *Steam Pocket®* Mop in **MOP** mode be careful not to press the steam trigger on the Handheld Steamer, as it will activate **STEAM SETTING** mode. If this happens, press the **ON/STEAM SETTING** button one time to reactivate your steam selection.

## Using Your Steam Mop - cont'd

The **Shark® Lift-Away™ Pro Steam Pocket®** Mop has three unique steam settings so you can use the perfect amount of steam for the cleaning task at hand. See below for tips on when to use each setting.

Setting	Ideal for These Surfaces	Recommended Usage
	Laminate Bamboo Hardwood Marble	Light cleaning and dusting Loosen and lift light dirt Sanitize floors
<b>MOP</b> 	Hardwood Marble Tile Stone	Basic, everyday cleaning Remove spots and smaller messes Clean moderate and heavily-trafficked areas Sanitize floors
<b>SCRUB</b> 	Tile Stone Linoleum <hr style="border-top: 1px dashed black;"/> Carpet (with Carpet Glider)	Tough cleaning and removal of stuck-on messes and stains Deep clean heavily-trafficked areas Cut through heavy dirt and grime Sanitize floors <hr style="border-top: 1px dashed black;"/> Freshen area rugs and carpets

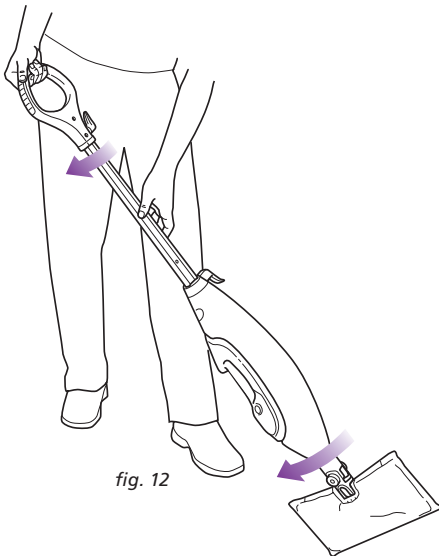



fig. 12

- 5 When one side of the cleaning pad gets dirty, just flip the mop and you can quickly start using the other side. (fig. 12)

- 6 When the water tank is empty, the Steam Mop will stop producing steam. You can refill the water tank at any time as long as the mop is unplugged from the outlet. Follow the instructions from page 5. This applies to switching the mop heads or cleaning pad as well.

**NOTE:** Please wait 2-3 minutes for the Steam Mop to cool off before switching the mop head or the cleaning pad. Never leave the Steam Mop with a damp/wet cleaning pad on any floor.

## Using Your Carpet Glider

 The Steam Mop will not clean your carpeting or area rugs. However, it is great for grooming and freshening.

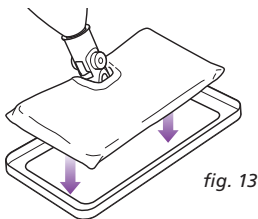


fig. 13

### THE CARPET GLIDER

- 1 The Carpet Glider can be used with the All-Purpose Head to lightly steam your carpet and area rugs. Just place the mop head with cleaning pad attached into the glider. The recommended steam setting is **SCRUB** when using the Carpet Glider. (fig. 13)

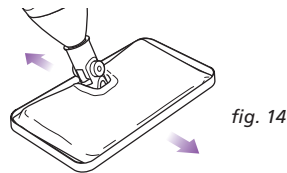


fig. 14

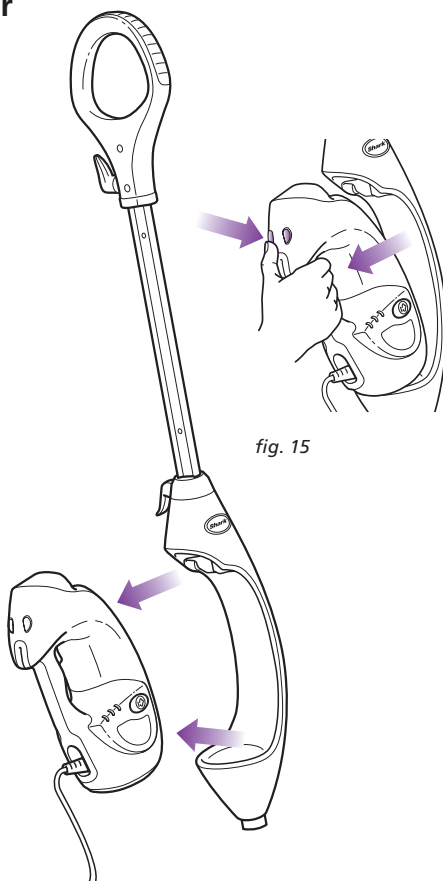
- 2 Move the Steam Mop back and forth across a section of the carpet. (fig. 14)

## Getting Started With Your Removable Handheld Steamer

Your *Shark® Lift-Away™ Pro Steam Pocket® Mop* is designed to clean surfaces that will withstand high heat and moisture. Do not use on unsealed wood surfaces (especially wooden antique furniture), unglazed ceramic tile, painted surfaces or surfaces that have been treated with wax, oils, varnishes, or shellac. The sheen may be removed by the heat, steam, and friction of the cleaning tools. Lacquer and polyurethane coatings provide a hard durable protective finish that withstands moisture, but it is always recommended to test an isolated area of the surface to be cleaned before proceeding.

We also recommend you check the use and care instructions from the surface manufacturer.

When cleaning finished wood surfaces, use broad, continuous cleaning strokes. To prevent surface damage, avoid focusing steam or allowing the cleaning tools to sit in one spot for any amount of time.



- 1 To remove the Handheld Steamer, press and hold down the Handheld Release Buttons while pulling out the Handheld Steamer. (fig. 15)

## Using Your Removable Handheld Steamer with Direct Steam Nozzle

**Cleaning Tip:** The Direct Steam Nozzle creates direct steam spray to clean and sanitize hard to reach nooks & crannies and other places where germs may build up. Use the Direct Steam Nozzle to loosen and dislodge compact dirt often found in corner and tight places where traditional methods and cleaning tools tend to push dirt into, making it tough to reach and clean. Spray direct steam and wipe clean with a wet cloth or paper towel.

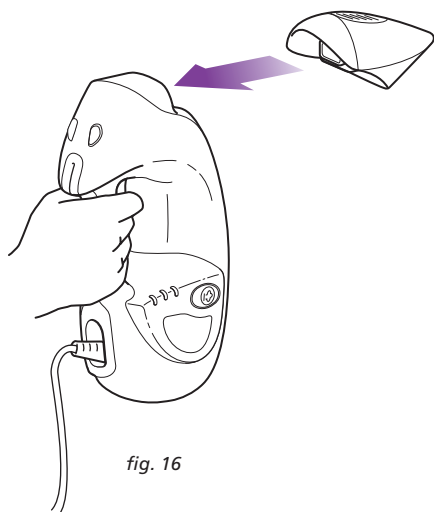


fig. 16

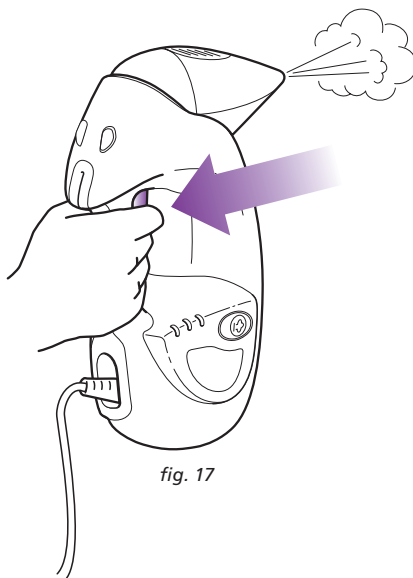


fig. 17

### FOR SPOT CLEANING AND STEAMING

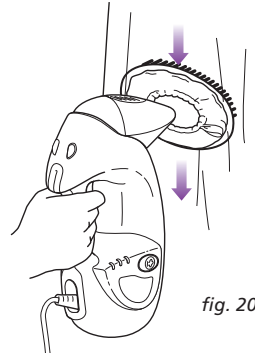
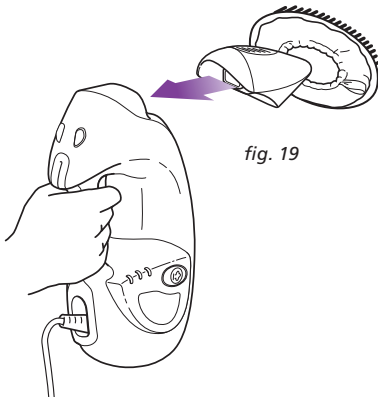
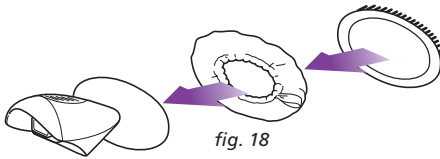
- 2 First attach the Direct Steam Nozzle by pressing the nozzle onto the Handheld Steamer until it clicks into place. (fig. 16)
- 3 The Handheld Steamer is automatically set to SCRUB mode. Squeeze the steam trigger to activate steam. To change modes press the **ON/STEAM SETTING** button to select either DUST, MOP or SCRUB mode. You can change the steam mode while the Handheld Steamer is in standby or in use. Once the selected setting indicator light has turned blue, hold down the steam trigger to start steaming. (fig. 17)

For effective cleaning, hold the steam output nozzle 1-2 inches away from the surface you're cleaning.

- 4 **CAUTION:** Do not press the steam trigger until the Direct Steam Nozzle is snapped into the main nozzle of your Handheld Steamer.
- 4 To remove the Direct Steam Nozzle, press and hold down the Handheld Release Buttons. Then slide out the Direct Steam Nozzle using the grip.
- 4 **CAUTION:** Do not press the steam trigger while removing the Direct Steam Nozzle. Avoid touching the tip of the Direct Steam Nozzle, as this will be very hot after steaming.
- 4 **NOTE:** The Handheld Steamer may continue to emit steam for a few seconds after the trigger is released. This is normal, and the steaming will eventually come to a stop.

## Using Your Removable Handheld Steamer with Garment Steamer

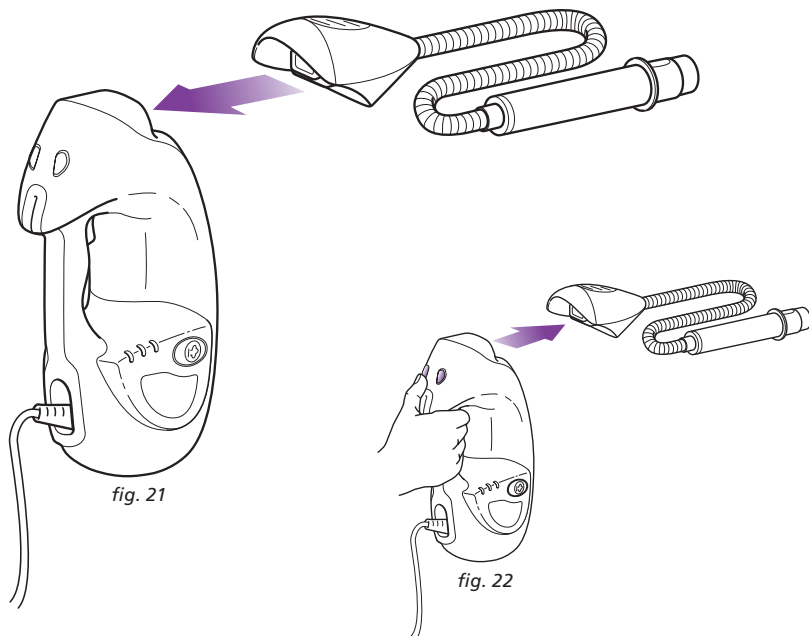
**Cleaning Tip:** The Garment Steamer is ideal for removing wrinkles from clothing and freshening and grooming upholstery. A terry bonnet and frame with bristles provides controlled steaming for most types of clothing. A specialized bonnet is ideal for freshening couches and other upholstery, where odors may accumulate.



- CAUTION:** Always determine color fastness of any fabric, especially with reds or blues. Take a clean, moist, warm towel and gently rub a small area on the fabric that is as out of sight and out of the way as possible. If color bleeds onto the towel, you may need to have the piece professionally cleaned.
- Select either the garment steamer bonnet (terry cloth material) to steam your garments, or the upholstery bonnet (shaggy material) to freshen upholstery.
- Use the lavender loop on the side of the bonnet to slide over the nozzle opening of the Garment Steamer. The elastic around the bonnet should hold it firmly in place around the Garment Steamer opening.
- Snap the bristle frame over the Garment Steamer attachment. For ease of use, we recommend that the bristles be placed at the top of the Garment Steamer bonnet. (fig. 18)
- Attach the assembled Garment Steamer to the Handheld Steamer by snapping it into the main nozzle. (fig. 19)
- Select the steam setting and wait until the selected setting indicator light turns solid blue. Press and hold the steam trigger button, and move slowly up and down over your garments or upholstery. (fig. 20)
- CAUTION:** Do not press the steam trigger while attaching or removing the Garment Steamer.
- To remove the Garment Steamer attachment, press and hold down the Handheld Release Buttons. Then slide out the Garment Steamer attachment using the grip on top of the Handheld Steamer.



## Using Your Removable Handheld Steamer with Accessory Hose



- 1 To use the Accessory Hose, first attach the Accessory Hose to the Handheld Steamer by snapping the Accessory Hose into the main nozzle. (fig. 21)
- 2 Select the desired cleaning tool for use. Follow the cleaning tool sub-assembly instructions for the selected tool.
- 3 To remove the Accessory Hose, press and hold down the Handheld Release Buttons. Then slide out the Accessory Hose using the grip. (fig. 22)

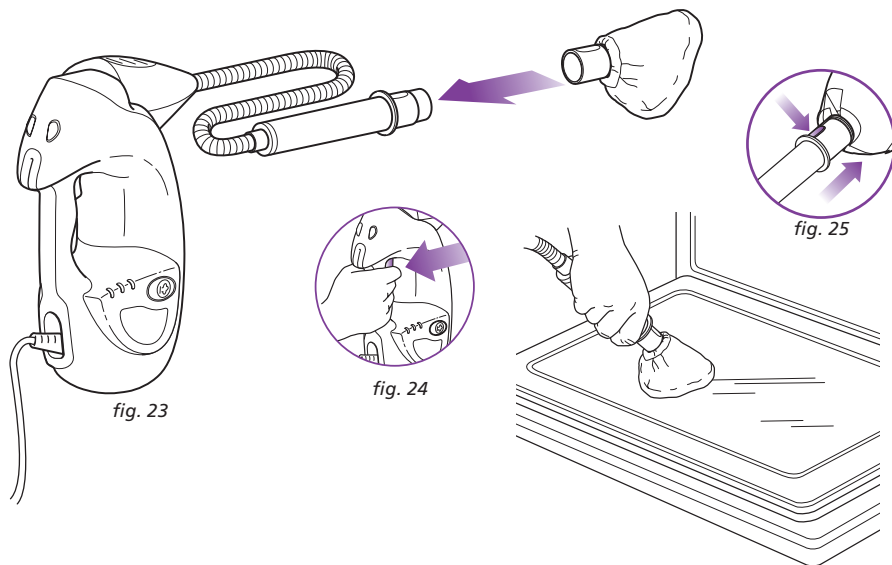
**⚠ CAUTION:** Do not press the steam trigger while attaching or removing the Accessory Hose.

**⚠ CAUTION:** Do not use the Accessory Hose without cleaning tools attached.

**⚠ NOTE:** Additional attachments are available. Please visit [www.sharkclean.com](http://www.sharkclean.com) for more information.

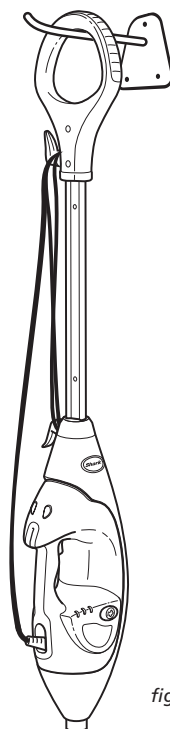
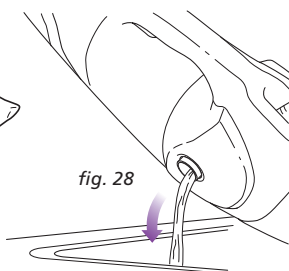
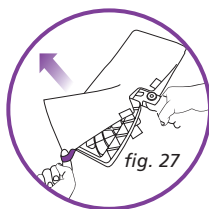
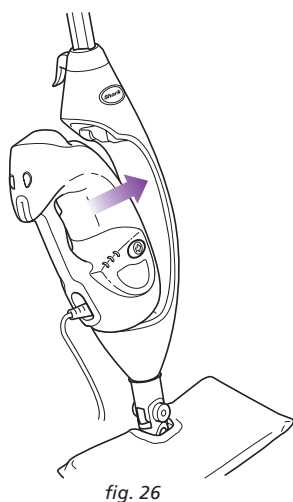
## Using Your Removable Handheld Steamer with Flat Scrubber

**Cleaning Tip:** The Flat Scrubber is designed for cleaning a variety of surfaces and is exceptional on those that are large and flat including counter tops, table tops, walls, mirrors, windows, stairs, shelves and other similar surfaces. Super absorbent bonnet loosens, lifts, and locks in dirt and grime while sanitizing at the same time.



- 1 To attach the All-Purpose Scrubber Pad, place the pad exterior side down on a flat surface (lavender tab indicates the bottom of the pad) and insert the top of the Flat Scrubber Tool into the top portion of the pad and then pull the pad over each side of the back edge.
  - 2 Press the Flat Scrubber Tool onto the Accessory Hose until it clicks into place. (fig. 23)
  - 3 Select either DUST, MOP or SCRUB mode by pressing the **ON/STEAM SETTING** button and wait until the selected setting indicator light turns solid blue. Hold down the steam trigger to start steaming. (fig. 24)
  - 4 To remove the Flat Scrubber Tool, press and hold down the Accessory Hose release button. Then slide out the Flat Scrubber Tool. (fig. 25)
- CAUTION:** Do not press the steam trigger while attaching or removing the Flat Scrubber Tool.
- CAUTION:** Do not use the Flat Scrubber Tool without the All-Purpose Scrubber Pad attached.

## Care and Maintenance



### AFTER USE AND STORAGE

- 1 When you have finished using the Handheld Steamer, reattach it to the mop by first placing the bottom of the Handheld Steamer into the cradle of the mop housing. (fig. 26)
- 2 Then slide the top end of the Handheld Steamer into the mop housing and snap into place.
- 3 If you have finished mopping, press the **ON/STEAM SETTING** button until the LED light blinks blue. This stops the unit from steaming. Unplug the cord from the outlet and place the mop into the upright position. Let the unit cool for 2-3 minutes.
- 4 Empty the water tank before storage. Remove the water tank cap and empty the tank over a sink. Replace the water cap. (fig. 28)
- 5 To store the **Shark® Lift-Away™ Pro Steam Pocket®** Mop hanging up, first remove the head (after it has cooled and the steam has been released) then hang on a large hook. (fig. 29)



**NOTE:** Make sure all attachments are removed before reuniting the Handheld Steamer with the Steam Mop.

Remove the cleaning pad by releasing the quick fasteners and using the lavender loop on the side of the pocket, avoiding contact with the hot pad or dirt. (fig. 27)

## Care and Maintenance - cont.

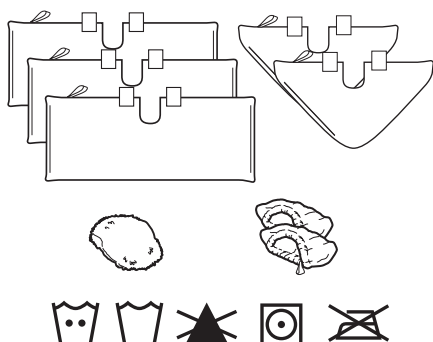


fig. 30

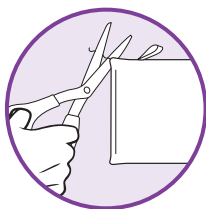


fig. 31

### CARE OF YOUR CLEANING PAD AND BONNETS

- 1 We recommend washing your cleaning pad and bonnets separately from other fabrics to avoid picking up lint. **Only use liquid detergent (no powder detergent). Do not use any fabric softeners or bleach.** Line dry or dry on a low dryer setting. (fig. 30)
- 2 If there are loose threads on the cleaning pad carefully cut the thread with scissors. Do not pull on them or cut at the base. (fig. 31)

**! IMPORTANT:** The cleaning pad and bonnets may be very hot from the steam. Use caution when removing. Let the unit cool for 2-3 minutes.

**Cleaning Tip:** To prevent clogging, it is recommended that you periodically clean the Direct Steam Nozzle and the extension hose stem with the cleaning tool provided or a paper clip.

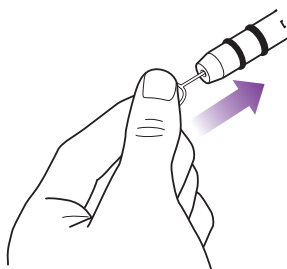


fig. 32

### CLEANING THE NOZZLE

- 1 Your Handheld Steamer should not normally require cleaning, however, should you notice a decrease in the steam output, it may be necessary to remove mineral deposits built up around the nozzles.
- 2 Unplug the cleaner from the electrical outlet.
- 3 Use the provided nozzle cleaning tool or a small diameter stiff metal wire, such as a straightened metal paperclip, and carefully insert the end of the wire into the nozzle orifice. See illustration above. (fig. 32)
- 4 Move the wire back and forth several times to remove any deposits.
- 5 Plug in the appliance to the power outlet and test steam output.

# Troubleshooting Guide

PROBLEM	POSSIBLE REASONS & SOLUTIONS
The <b>Shark® Lift-Away™</b> Pro <b>Steam Pocket®</b> Mop will not turn-on.	Your steam mop should be securely plugged into a 120V AC electrical outlet only. Check your fuse or breaker. If your unit still does not work, call Customer Care at <b>1-800-798-7398</b> .
The unit will not make steam.	Is there water in the water tank? If not, add water to your steam mop following instructions on page 5. If the unit still does not make steam, follow the instructions on page 16 to clean the nozzle.
The <b>Shark® Lift-Away™</b> Pro <b>Steam Pocket®</b> Mop leaves water on the floor.	Check to see if your cleaning pad is too wet. We recommend you unplug the steam mop and change the cleaning pad. Make sure the cleaning pad is attached correctly.
Cannot activate steam / flashing blue light remains on.	If you have already plugged in your unit, unplug and try a different outlet. This may reset the standby mode. Add water to the tank and select steam setting by pressing the <b>ON/STEAM SETTING</b> button. If your unit still does not work, call Customer Care at <b>1-800-798-7398</b> .
The <b>Shark® Lift-Away™</b> Pro <b>Steam Pocket®</b> Mop left a white spot on the floor.	Do not leave your steam mop on the floor with a damp or wet cleaning pad. If you're using tap water, we recommend switching to distilled water. Make sure the cap is securely on the water tank.
Floors are cloudy, streaky or spotty after steaming.	The cleaning pad might be dirty. Flip or change the cleaning pad. If you washed the cleaning pad with powder detergent, then your pad could be damaged and require replacement. Replacement pads are available at <a href="http://www.sharkclean.com">www.sharkclean.com</a> . This could also be an indication of prior soap or grease residue that has accumulated on the floor. As our steam mops use only a small amount of water, it may not be wet enough to rinse off the accumulation that the steam is bringing to the surface. We suggest rinsing the floor with nothing but water, letting it dry, and then steam mopping again with a clean pad. One or more rinses generally removes the residue. A more stubborn case may require you to rinse the floor with a mix of one part vinegar and two parts water.
The <b>Shark® Lift-Away™</b> Pro <b>Steam Pocket®</b> Mop is hard to push.	Make sure the cleaning pad is attached correctly. Check to see if the cleaning pad is excessively dirty. If so, replace the cleaning pad.
The nozzle leaves water drops on the garment or upholstery.	The garment steam bonnet or the upholstery bonnet must be in place at all times during usage. The steamer bonnet prevents water drops from being left on the garment or the upholstery and removes impurities from your water. If the steamer bonnet is too wet or the frame has condensation, let the unit cool for 30 minutes, remove the steamer bonnet and let it dry out before using again, or replace with a new steamer bonnet.





# ONE (1) YEAR LIMITED WARRANTY

**EURO-PRO Operating LLC** warrants this product to be free from defects in material and workmanship for a period of one (1) year from the date of the original purchase, when utilized for normal household use, subject to the following conditions, exclusions and exceptions.

If your appliance fails to operate properly while in use under normal household conditions within the warranty period, return the complete appliance and accessories, freight prepaid. For Customer Service support, call 1 (800) 798-7398 or visit our website [www.sharkclean.com](http://www.sharkclean.com).

If the appliance is found to be defective in material or workmanship, **EURO-PRO Operating LLC** will repair or replace it free of charge. Proof of purchase date and \$ 14.95 to cover the cost of return shipping and handling must be included. \*

The liability of **EURO-PRO Operating LLC** is limited solely to the cost of the repair or replacement of the unit at our option. This warranty does not cover normal wear of parts and does not apply to any unit that has been tampered with or used for commercial purposes. This limited warranty does not cover damage caused by misuse, abuse, negligent handling or damage due to faulty packaging or mishandling in transit. This warranty does not cover damage or defects caused by or resulting from damages from shipping or repairs, service or alterations to the product or any of its parts, which have been performed by a repair person not authorized by **EURO-PRO Operating LLC**.

This warranty is extended to the original purchaser of the unit and excludes all other legal and/or conventional warranties. The responsibility of **EURO-PRO Operating LLC** warranty if any, is limited to the specific obligations expressly assumed by it under the terms of the limited warranty. **In no event is EURO-PRO Operating LLC** liable for incidental or consequential damages of any nature whatsoever. Some states/provinces do not permit the exclusion or limitation of incidental or consequential damages, so the above may not apply to you.

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state or province to province.

**\*Important: Carefully pack item to avoid damage in shipping. Be sure to include proof of purchase date and to attach tag to item before packing with your name, complete address and phone number with a note giving purchase information, model number and what you believe is the problem with the item. We recommend you insure the package (as damage in shipping is not covered by your warranty). Mark the outside of your package "ATTENTION CUSTOMER SERVICE". We are constantly striving to improve our products, therefore the specifications contained herein are subject to change without notice.**

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## Product Registration

Please visit [www.sharkclean.com](http://www.sharkclean.com) or call **1-800-798-7398** to register your new **Shark®** product within ten (10) days of purchase. You will be asked to provide the store name, date of purchase and model number along with your name and address.

The registration will enable us to contact you in the unlikely event of a product safety notification. By registering you acknowledge to have read and understood the instructions for use, and warnings set forth in the accompanying instructions.

EURO-PRO Operating LLC  
U.S.: Newton, MA 02459  
Canada: Ville St. Laurent, Québec H4S 1A7

**1-800-798-7398**

**[www.sharkclean.com](http://www.sharkclean.com)**

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