Shark

STAINFORCE

CORDLESS SPOT AND STAIN CLEANER

HX100 Series



Scan QR code to view **HOW-TO VIDEOS**.

CONTENTS

Important Safety Instructions 3
What's Included 4
Getting Started 5
How To Clean 6
Stain Cleaning 7
Tool Guide 8
Emptying The Dirty Water Tank 9
Full Cleaning 10
Self-Wash Cycle 11
Shark Cleaning Solution 12
Charging Your StainForce 13
Troubleshooting 14
Two (2) Year Limited Warranty 15

TECHNICAL SPECIFICATIONS

HX100 Series: 14.4V DC
RECORD THIS INFORMATION

Model Number: _____

Date of Purchase: _____
(Keep receipt)

Store of Purchase: _____

IMPORTANT SAFETY INSTRUCTIONS FOR HOUSEHOLD USE ONLY

READ CAREFULLY BEFORE USE. SAVE THESE INSTRUCTIONS. FOR HOUSEHOLD USE ONLY. READ ALL INSTRUCTIONS BEFORE USING THIS SPOT AND STAIN CLEANER

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

This appliance is not intended for use 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 concerning use of the appliance by a person responsible for their safety. Children should be supervised to ensure that they do not play with the appliance.

General Safety and Usage Instructions

1. **DO NOT** put any object into openings. Do not use with any opening blocked; keep free of dust, lint, hair, and anything that may reduce air flow.
2. To reduce the risk of fire or electric shock due to internal component damage, use ONLY Shark formula, as intended for use with this appliance.
3. The areas around where you are cleaning may become wet. Use care to avoid slipping and falling.
4. **DO NOT** refill the solution sprayer with any different chemicals. Use ONLY Shark formula.
5. **DO NOT** operate if any exterior surface of the appliance is wet. If the appliance is wet, dry with a cloth before use.
6. Before each use, carefully inspect each part for damage or wear. If a part is damaged or worn out, immediately discontinue use. **DO NOT** use if any part is damaged or if stain cleaner is not working as it should, has been dropped, left outdoors, or submerged in water.
7. **DO NOT** immerse or spray water on the body of the stain cleaner. To clean the surface, wipe with a dry cloth.
8. **DO NOT** use without the dirty water tank, tools, or filters in place.
9. Use only identical Shark® replacement parts. Only use Shark branded filters and accessories.
10. **DO NOT** place the appliance on uneven surfaces.
11. **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).
12. Keep hair, loose clothing, fingers, and all parts of the body away from openings and moving parts.
13. **DO NOT** store unit where temperatures reach freezing levels to avoid damaging internal parts.
14. **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.
15. Please recycle container. Dispose of contents/container with 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.
16. This product is for use on carpets and upholstery only. Do not use on hard surfaces like wood, laminate, tile, metal, etc.
17. Shark Cleaning Solution contains hydrogen peroxide, which has the potential to damage some materials like unsealed wood, tile, metal, and electronics. Use caution when spraying chemicals or storing chemical bottles. Only spray on upholstered or carpeted surfaces as intended.
18. Always conduct a chemical spot test on a discreet or hidden area of the material before cleaning.

Electrical Safety Instructions

19. **DO NOT** modify the plug provided with the appliance. If the plug does not fit fully into the outlet, reverse the plug. If it still does not fit, contact a qualified electrician.
20. **DO NOT** force the plug into the outlet or try to modify it.
21. **DO NOT** pull cord, close door on cord, or wrap it around sharp edges or corners. To unplug, grasp the plug, not the cord. Keep cord away from heated surfaces.
22. To reduce the risk of shock and unintended operation, turn off and unplug stain cleaner before any adjustment, cleaning, maintenance, or troubleshooting.
23. **DO NOT** handle plug or stain cleaner with wet hands.
24. If plugging unit into extension cord, ensure cord is no more than 15 meters long to prevent damage to the motor.
25. Use only Shark charger GQ20A-180050-AJ. Use of an incorrect charger may result in no charging, and/or unsafe conditions.
26. The battery is the power source for the appliance. **DO NOT** carry the appliance with your finger on the button. **DO NOT** charge stain cleaner with the power on.

Battery Safety

27. Battery should not be stored at temperatures below 37.4° F (3° C) or above 104° F (40° C) to maintain long term battery life.
28. Under abusive conditions, liquid may be ejected from the battery. Avoid contact with this liquid, as it may cause irritation or burns. If contact occurs, flush with water. If liquid contacts eyes, seek medical help.
29. The battery pack is non-serviceable. Call Customer Service with any questions and concerns.
30. **DO NOT** expose stain cleaner to fire or temperature above 266° F (130° C) as it may cause explosion.

Chemical and Material Safety

31. **DO NOT** spray solution on your skin or in your eyes.
32. **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)

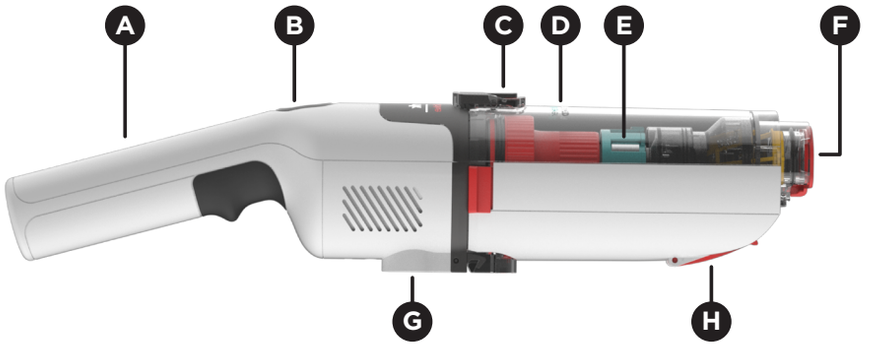
Child Safety

33. **DO NOT** allow appliance to be used by children or as a toy. Close supervision is necessary when used near children.
34. 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.

SAVE THESE INSTRUCTIONS

WHAT'S INCLUDED

- A Handle
- B Power Button
- C Dirty Water Tank Release
- D Dirty Water Tank
- E Water Separator Motor
- F Hair Filter
- G Charging Port
- H Quick-Pour Door
- I Stain Eliminator Tool
- J Crevice Tool*
- K Charger
- L Reusable Solution Sprayer and Dip Tubes
- M Shark® Cleaning Solution
- N Storage Caddy*





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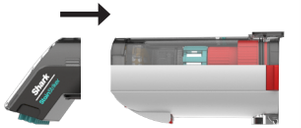
NOTE: *Not all accessories come with all units. Tools may vary by model. For additional accessories available, please visit sharkclean.com

GETTING STARTED

1



Align the Stain Eliminator Tool with the end of the Dirty Water Tank. Insert the tool onto the tank until it clicks into place.

2



Align the handle with the other end of the tank, then insert the handle until it clicks securely into place.

3



Ensure the dip tubes on the sprayer are angled in the same direction as the spray nozzle.

4



Twist off both caps on the cleaning solution bottle, then peel off the foil seal.

5



Insert the dip tubes into the openings in the bottle. Make sure the colors are matched.

6



Press the sprayer down over the openings on top of the bottle. Make sure it clicks securely into place.

7



Place the Wide Stain Eliminator Tool and Crevice Tool to the Tool Post on the inside of the Caddy.

8



Place the StainForce and the Spray Bottle into the caddy.

Note: The StainForce can only be stored in the caddy with the Stain Eliminator Tool attached.

9



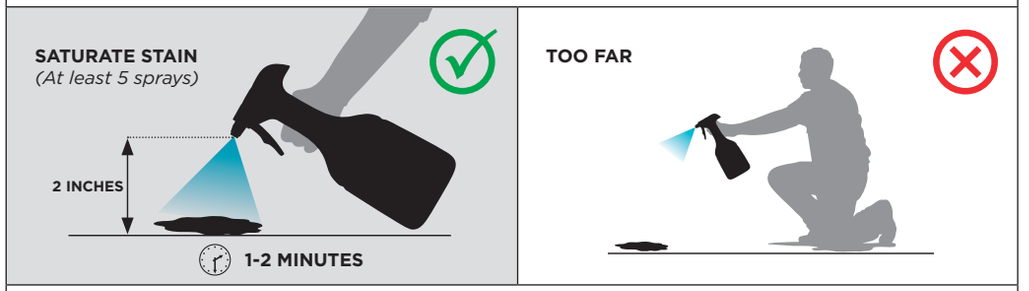
Charge the unit fully before use. To start charging, connect the charger to the port on the handle.

It can take up to 4 hours to charge completely.

NOTE: Charge battery completely after every use for best results and maximum runtime next time.

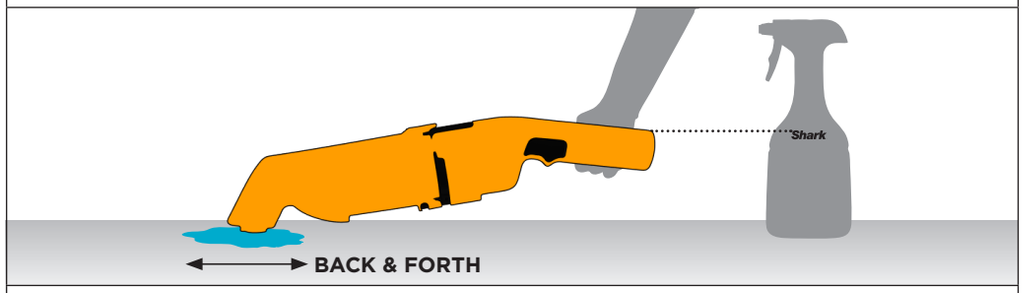
HOW TO CLEAN

SPRAY



- Hold the bottle **directly over the stain** *(2 inches)* for optimal coverage.
- **Saturate the stain.** Start with at least 5 sprays, and spray more if needed.
- Let solution sit for **1-2 minutes** before scrubbing.

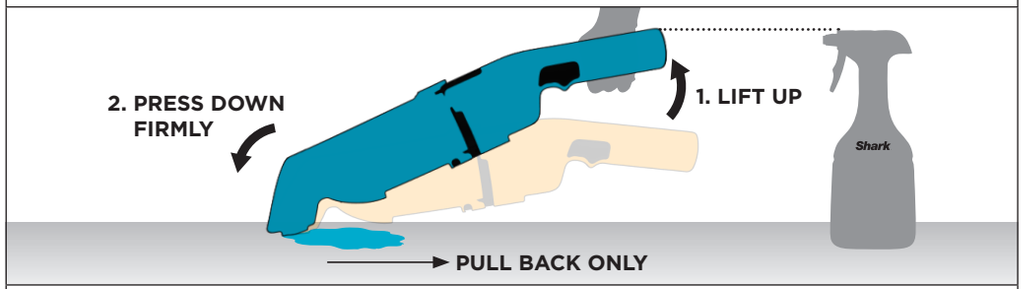
SCRUB



- Scrub the tool **back and forth** over the stain to break it down.

Tip: For the **best scrubbing angle,** hold the handle level, about 5 inches above the surface. For reference, match the handle height to the ***Shark***® logo on the spray bottle.

EXTRACT



- **Tilt the handle up,** then **press** the tool down firmly at the **top of the stain**. To extract, pull the tool over the stain, moving the handle back. Do not push forward to extract.

Tip: For the **best extraction angle,** hold the handle level, about 9 inches above the surface. For reference, match the handle height to the **TOP** of the spray bottle.

When you're extracting at the correct angle, the window on top of the tool will show liquid being drawn in.

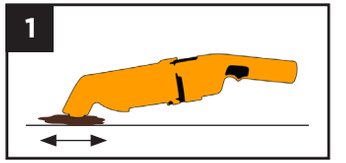
STAIN CLEANING

Preparing for Use:

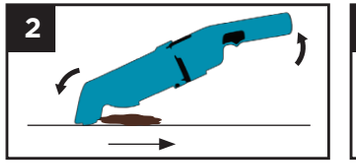
1. Before first use, make sure to charge the unit completely. See Charging Your StainForce section for instructions.
2. StainForce is designed for cleaning carpets and upholstery only. Do not use on hard surfaces.
3. Before spraying a dry stain, vacuum the surface with a traditional vacuum cleaner to remove loose dirt.
4. Always follow instructions below for cleaning wet and dry stains.

NOTE: Clean water is not required to use this product.

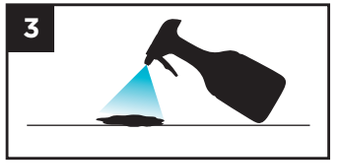
CLEANING DRY STAINS



Before spraying, scrub the stain with one of the included cleaning tools.

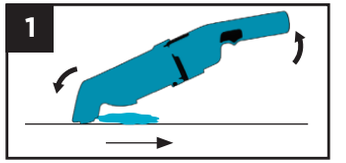


Turn on power and extract to remove dry debris. See Extract section for more information.

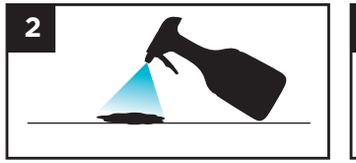


Spray the stain with cleaning solution, then scrub and extract. See How To Clean section for more information.

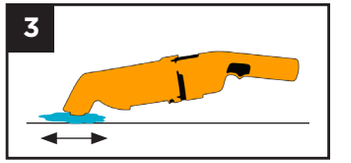
WET STAINS



Turn on power and extract the stain first to suction up liquid.



Spray the cleaning solution evenly on the stain.



Scrub back and forth to activate the solution and break down the stain. Extract again to suction up all the liquid mess.

STANDARD CLEANING AND BOOST MODE



1. Press the power button to enter **STANDARD** mode. This mode offers maximum runtime for larger cleans.



2. Press and hold the power button for 3 seconds to enter **BOOST** mode. Designed for intensive spot cleaning.

Note:
When the dirty water tank is **full,** the unit will **automatically shut off** and the LED indicator will **blink white**.

See Emptying Dirty Water Tank section for more information.

Cleaning Tips:

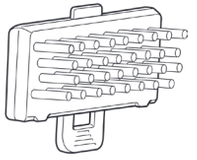
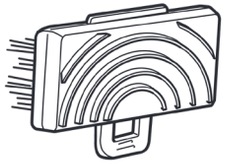
1. To clean ink stains, scrub carefully to avoid spreading. Extract the stain immediately after spraying.
2. For older and tougher stains, let the spray solution sit for 5 minutes before extracting.
3. If a difficult stain was not fully removed, wait 24 hours and try a second pass. Some extremely tough stains may require multiple attempts.

Scan QR code to view **HOW-TO VIDEOS**.

TOOL GUIDE

	Stain Eliminator Tool	Crevice Tool
		
		
Tough Stains	✓	✓
Delicate Stains	✓(With Hair-Gripping Fins)	
Tight Corner Stains		✓
Hair Pickup	✓(With Hair-Gripping Fins)	
Dry Stains	✓	✓
Wet Stains	✓	✓
Self-Wash Cycle	✓	
Storage	Always on the unit	Tool post only

Included tools may vary by model.

REVERSIBLE BRISTLES	For tough stains	For hair & light stains
	 Bristles	 Hair-Gripping Fins

TIPS:
- Use bristles for deep cleaning and to agitate stains.
- Use Hair-Gripping Fins on delicate or hairy surfaces to prevent tangling.
- For hair removal, use short backward strokes to avoid clumping.

EMPTYING THE DIRTY WATER TANK

Tips for Best Results:
1. For optimal performance and to prevent odors, always clean and dry the Dirty Water Tank, bristles and tool completely after every use.
2. After maintenance please make sure each part is installed correctly or your unit may not work properly.
3. Always charge the unit after every use.

Using the Quick-Pour Door

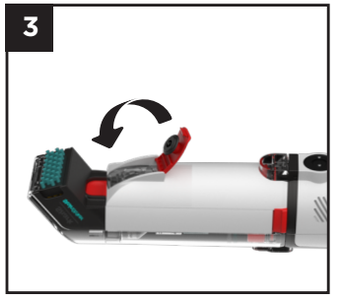
Designed to enable continuous cleaning with minimal stoppage, the quick-pour door allows you to quickly and easily empty the dirty water tank—perfect for handling large spills and stains.



Align the unit with the quick-pour door facing up. Pull down the door to open.



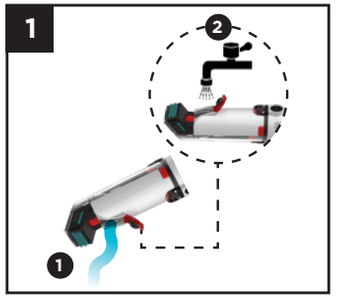
Carry the unit to a sink or drain and pour the dirty water out through the door.



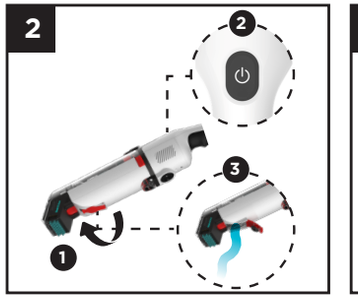
When dirty water is completely drained, close the door.

Quick Cleaning

After a light cleaning session, you can do a quick clean of your StainForce, rather than a complete clean. (After 3 consecutive quick cleans, you will need to do a full clean.) See full cleaning section.



Empty the dirty water tank into a sink or drain, using the quick-pour door. Refill the tank with 4 ounces (100 mL) of water, adding it through the quick-pour door.



Close the latch on the quick-pour door. To activate a quick-clean cycle, press the power button and let it run for approximately 30 seconds. Turn off the power, then reopen the latch and empty out the dirty water though the quick-pour door. Once fully drained, close the door.



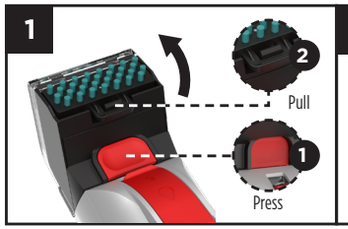
Check the other parts and the tools and clean them if necessary. See the Full Cleaning section for details.

NOTE:
DO NOT submerge the handle in liquid.
Please allow all the parts to air-dry fully before reassembly to prevent the buildup of odors, mold and mildew.

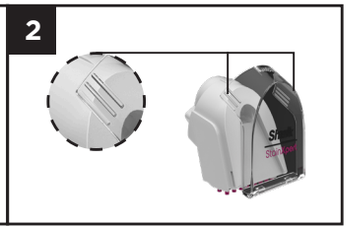
FULL CLEANING

CLEANING THE TOOLS

STAIN ELIMINATOR TOOL

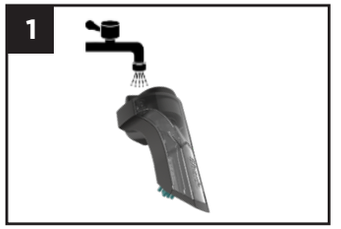


Press the release button on the tool to detach it from the water tank. Pull the tab to remove the bristles from the tool.



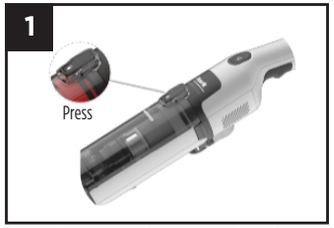
Press both sides of the tool to detach the window. Rinse off the bristles, tool, and window with water.

CREVICE TOOL

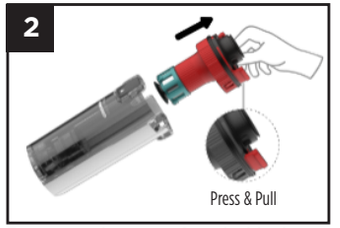


Rinse off the Crevice Tool with running water, then allow it to air-dry.

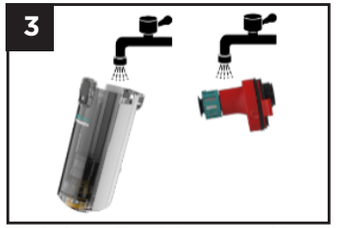
CLEANING THE DIRTY WATER TANK



Press the release button to detach the tank from the handle.

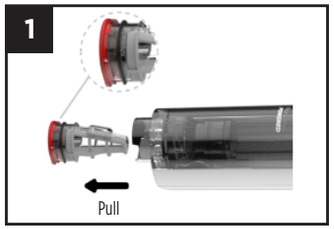


To remove the motor from inside the tank, press the tabs on both sides of the motor, then slide it out of the tank.

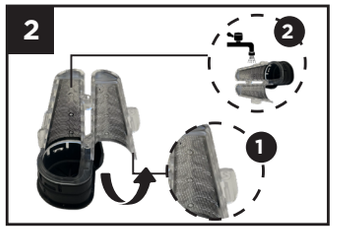


Wash the tank and the motor with soapy water. Rinse them and allow them to air-dry completely before reinstalling.

CLEANING FILTERS



With the cleaning tools detached, remove the hair filter from the opening in the end of the water tank. Press the tabs on both sides of the filter and pull it out.



Pull the filter open. Remove any hair or debris and rinse the filter with running water.



Pull the foam filter out of the handle. Rinse the filter with water only. Squeeze out excess water, then allow the filter to air-dry completely before reinstalling.

Do NOT submerge the handle in liquid.

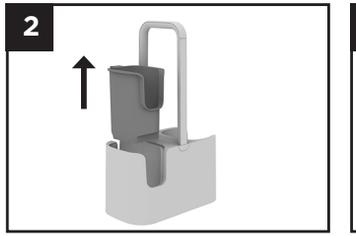
NOTE: Make sure to inspect, rinse, and air-dry the filters after each cleaning session. Make sure to reinstall the filters before use. Make sure that the hair filter door is properly closed before reinstalling the hair filter into place.

SELF-WASH CYCLE

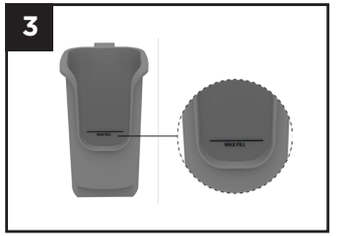
Designed for effortless maintenance, the self-wash feature helps give your StainForce a quick clean after tackling small messes.



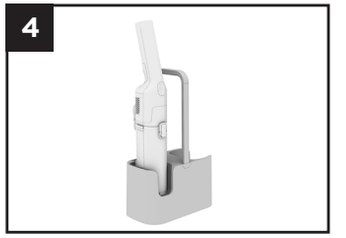
Empty the dirty water tank, using the **quick-pour** door.



Remove the self-wash cup from the caddy.



Fill the cup with clean water to the **Max Fill** line, the replace the cup in the caddy.



With the Stain Eliminator Tool attached, **insert** the StainForce into the cup.



Power on your StainForce for 30 seconds.



Turn off power and remove the StainForce from the cup. Open the **quick-pour** door latch and pour the water down a drain. Repeat the cycle if needed.

NOTE: If unit needs further cleaning - follow the instructions in the Full Cleaning section.

SHARK® CLEANING SOLUTION



Use **ONLY** Shark branded cleaning solutions and sprayers. Your StainForce unit is not compatible with the other chemical solutions or cleaners.

The Solution Sprayer is **reusable. DO NOT dispose of it.**

REPLACING THE CLEANING SOLUTION



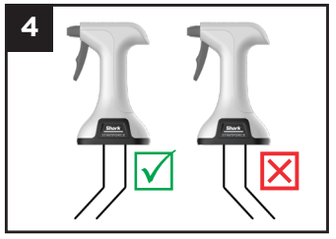
Press the button to detach the reusable solution sprayer from the bottle of solution.



Remove both caps from the new bottle of solution, then peel off the foil seals.



Insert the sprayer's dip tubes into the openings in the bottle, making sure the colors are matched.



Ensure the dip tubes on the sprayer are angled in the same direction as the spray nozzle.



Press the sprayer down over the openings in the bottle until it clicks securely into place.



Remove the label from the empty solution bottle and recycle the bottle.

Running low?
Scan QR code to order replacements, or visit sharkclean.com

IMPORTANT: Before cleaning a surface, check the manufacturer's tag. **DO NOT** clean delicate rugs (including wool, cotton, silk, antique, or area rugs) unless they have a manufacturer's tag. If the manufacturer's tag says S or "Dry Clean Only," **DO NOT** clean that surface. If the tag says W or WS, you **CAN** use Shark Cleaning Solution on that surface.

CHARGING YOUR STAINFORCE

It's important to fully charge your StainForce before using it for the first time, and after every use.

When the battery is fully charged, the power button LED will be solid green for 5 seconds.



To charge, connect the charger pad to the port on the handle.

LED INDICATOR LIGHTS



Error Warnings

Dirty Water Tank Full	Dirty Water Tank Missing	Wrong Charger
Blinking White	Blinking White/Red	Blinking Red/Green

CHARGING INDICATORS

100 - 51% Charged	50 - 26% Charged	25 - 1% Charged	Recharge Needed	Unit Charging	Fully Charged
Solid White/Blue	Solid Orange	Blinking Red	Solid Red	Breathing Orange	Solid Green

TROUBLESHOOTING

PROBLEM	SOLUTION
Low suction	Make sure all parts are connected securely. Remove any trapped debris from the StainForce, filters, or cleaning tools.
Unit won't turn on.	Charge the battery completely.
Unit is emitting air that smells bad.	Disassemble unit and perform a full cleaning with clean, soapy water. Allow all parts to air-dry fully before reassembling.
Debris in the Dirty Water Tank	Make sure that the hair filter is properly installed and the hair-filter door is closed.
Dirty Water Tank Full indicator light flashing, even after emptying tank. **LED blinking white 0.5 seconds.**	Wait 15 seconds after emptying dirty water tank before restarting the unit.
Dirty Water Tank missing. **LED blinking white 0.5 seconds/Red 0.5 seconds.**	Make sure the dirty water tank is completely installed on both ends and is clicked securely into place.
Discharge/charge protection. **LED blinking red 1 second/Orange 1 second.**	Remove any blockages from the air path. Ensure you are using the correct charger.
Overheat protection. **LED blinking blue 1 second/Orange 1 second.**	Allow the unit to cool down to room temperature for a minimum of 30 minutes before powering on.
Water separator overcurrent protection. **LED blinking orange 0.5 seconds/white 0.5 seconds.**	Make sure the water separator motor in the dirty water tank is spinning freely. If the motor is stuck, remove it, reinstall, then try again. If the issue persists, contact Customer Service.
Wrong Charger. **LED blinking red 0.5 seconds/white 0.5 seconds.**	Make sure you are using the included Shark® charger.
LED blinking purple 1 second.	Contact Customer Service.

TWO (2) YEAR LIMITED WARRANTY

The Two (2) 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 two (2) years from the date of purchase when it is used under normal household conditions and maintained according to the requirements outlined in the Owner's Guide, subject to the following conditions and exclusions:

What is covered by this warranty?

1. The original unit and/or non-wearable components deemed defective, in SharkNinja's sole discretion, will be repaired or replaced up to two (2) years from the original purchase date.
2. In the event a replacement unit is issued, the warranty coverage ends six (6) months following the receipt date of the replacement unit or the remainder of the existing warranty, whichever is later. SharkNinja reserves the right to replace the unit with one of equal or greater value.

What is not covered by this warranty?

1. Normal wear and tear of wearable parts (such as Shark Cleaner, foam filter, hair filter, Impeller Motor, Pad, etc.), which require regular maintenance and/or replacement to ensure the proper functioning of your unit, are not covered by this warranty. Replacement parts are available for purchase at **sharkaccessories.com**.
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, 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 **1-800-798-7398** to assist with product support and warranty service options, including the possibility of upgrading to our VIP warranty service options for select product categories.

SharkNinja will cover the cost for the customer to send in the unit to us for repair or replacement. A fee of $24.95 (subject to change) will be charged when SharkNinja ships the repaired or replacement unit.

How to initiate a warranty claim

You must call **1-800-798-7398** to initiate a warranty claim. You will need the receipt as proof of purchase. A Customer Service Specialist will provide you with return and packing instruction information.

How state law applies

This warranty gives you specific legal rights, and you also may have other rights that vary from state to state. Some states do not permit the exclusion or limitation of incidental or consequential damages, so the above may not apply to you.

To better assist you, we ask that you register the product and have it with you when you call.

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® StainForce.

SharkNinja Operating LLC
Needham, MA 02494

1-800-798-7398
sharkclean.com

Illustrations may differ from actual product. We are constantly striving to improve our products, therefore the specifications contained herein are subject to change without notice.

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

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