

Shark **STAINFORCE™**

CORDLESS STAIN-DESTROYING SYSTEM

**HX100ANZ
Series**



Scan QR code to view
HOW-TO VIDEOS

*Product colour may vary by model.



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This marking indicates that this product should not be disposed with other household wastes throughout Australia and New Zealand. To prevent possible harm to the environment or human health from uncontrolled waste disposal, recycle it responsibly to promote the sustainable reuse of material sources.

To return your used device, please use the return and collection systems or contact the retailer where this product was purchased. They can take this product for environmentally safe recycling.

IMPORTANT SAFETY INSTRUCTIONS
FOR HOUSEHOLD USE ONLY

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

 - 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.
 - 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.
 - The areas around where you are cleaning may become wet. Use care to avoid slipping and falling.
 - DO NOT** refill the solution sprayer with any different chemicals. Use **ONLY** Shark formula.
 - DO NOT** operate if any exterior surface of the appliance is wet. If the appliance is wet, dry with a cloth before use.
 - 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.
 - DO NOT** immerse or spray water on the body of the stain cleaner. To clean the surface, wipe with a dry cloth.
 - DO NOT** use without the dirty water tank, tools, or filters in place.
 - DO NOT** modify or attempt to repair the appliance except as indicated in the instructions for use and care.
 - Have servicing performed by a qualified repair person using only identical Shark® replacement parts. Only use Shark branded filters and accessories. This will ensure that the safety of the product is maintained.
 - DO NOT** use in the following areas:
 - Poorly lit areas.
 - Outdoor areas.
 - Spaces that are enclosed and may contain explosive or toxic fumes or vapours (lighter fluid, gasoline, kerosene, paint, paint thinners, mothproofing substances, or flammable dust).
 - Keep hair, loose clothing, fingers, and all parts of the body away from openings and moving parts.
 - DO NOT** store unit where temperatures reach freezing levels to avoid damaging internal parts.
 - FIRST AID:** Keep out of reach of children. Causes skin and serious eye irritation. If in eyes, rinse continuously with water for minutes. Remove contact lenses if present and easy to do so. Continue rinsing. If on skin, wash with soap and water. If skin and eye irritation persists, seek medical attention.
 - Please recycle container. Dispose of contents/container with 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.
 - This product is for use on carpets and upholstery only. **DO NOT** use on hard surfaces like wood, laminate, tile, metal, etc.
 - 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.
 - Always conduct a chemical spot test on a discreet or hidden area of the material before cleaning. Consult Your Carpet/Upholstery Manufacturer prior to use to confirm it is suitable for your specific carpet and/or upholstery.
 - Ensure the unit is powered off before carrying the appliance. **DO NOT** carry the appliance with your finger on the power button.
 - To prevent unintentional starting, ensure the appliance is powered off before picking it up or carrying it. **DO NOT** carry the appliance with your finger on the power switch.
 - Use extra care when cleaning on stairs.

Electrical Safety Instructions

 - DO NOT** modify the plug provided with the appliance. If the plug does not fit fully into the socket, contact a qualified electrician.
 - DO NOT** force the plug into the socket or try to modify it.
 - DO NOT** pull cable, close door on cable, or wrap it around sharp edges or corners.
 - To unplug, grasp the plug, not the cable. Keep cable away from heated surfaces.
 - To reduce the risk of shock and unintended operation, turn off and unplug stain cleaner before any adjustment, cleaning, maintenance, or troubleshooting.
 - DO NOT** handle plug or stain cleaner with wet hands.
 - If plugging unit into extension cord, ensure cord is no more than 15 metres long to prevent damage to the unit.
 - Use only Shark charger GANGQI GQ20A-180050-AA. Use of an incorrect charger may result in no charging, and/or unsafe conditions.
 - 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

 - Battery should not be stored at temperatures below 3°C (37.4°F) or above 40°C (104°F) to maintain long term battery life.
 - 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.
 - The battery pack is non-serviceable. Call Customer Service with any questions and concerns.
 - DO NOT** expose stain cleaner to fire or temperature above 130°C (266°F) as it may cause explosion.
 - This appliance contains batteries that are non-replaceable
 - DO NOT** use a battery pack or appliance that is damaged or modified. Damaged or modified batteries may exhibit unpredictable behavior resulting in fire, explosion, or risk of injury.
 - DO NOT** charge battery at temperatures below 5°C (40°F) or above 40°C (104°F). Charging improperly or at temperatures outside of the specified range may damage the battery and increase risk of fire.
 - Store the appliance indoors. **DO NOT** use or store it below 3°C (37.4°F). Ensure the appliance is at room temperature before operating.

Chemical and Material Safety

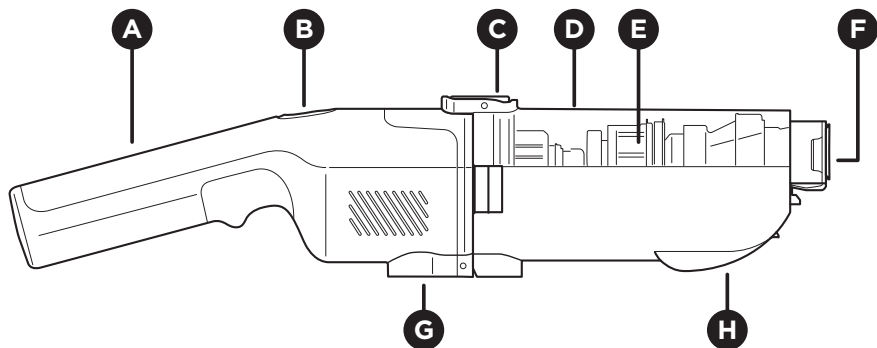
 - DO NOT** spray solution on your skin or in your eyes.
 - DO NOT** use to pick up:
 - Large objects
 - Hard or sharp objects (glass, nails, screws, or coins)
 - Large quantities of dust (e.g., Gyprock/Plasterboard dust)
 - Smoking or burning objects (hot coals, cigarette butts, or matches)
 - Flammable or combustible materials (lighter fluid, gasoline, or kerosene)
 - Toxic materials (chlorine bleach, ammonia, or drain cleaner)
 - DO NOT** use or extract vinegar in this device. The combination of vinegar and other substances may produce peracetic acid, which can accelerate rusting and cause damage to internal components.

Child Safety

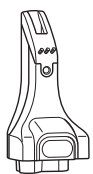
 - DO NOT** allow appliance to be used by children or as a toy. Close supervision is necessary when used near children.
 - This appliance can be used by persons with reduced physical, sensory, or mental capabilities or lack of knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Cleaning and user maintenance shall not be done by children.

WHAT'S INCLUDED

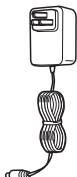
- | | | |
|-----------------------------------|--------------------------|---------------------------------------|
| A Handle | F Hair Filter | K Charger |
| B Power Button | G Charging Port | L Reusable Solution Sprayer |
| C Dirty Water Tank Release | H Quick-Pour Door | M Shark Dual-Formula Cartridge |
| D Dirty Water Tank | I Stain Tool | N Storage Caddy |
| E Water Separator Motor | J Crevice Tool | |



I



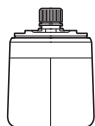
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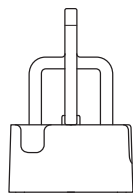
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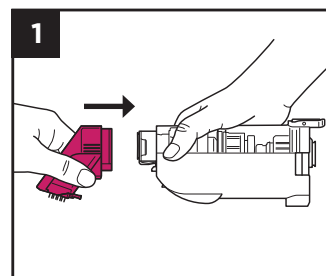


N

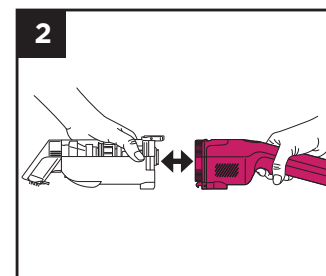
NOTE: Not all accessories come with all units. Tools may vary by model. For additional accessories available, please visit sharkclean.com.au or sharkclean.co.nz

NOTE: Do not dispose of the black foam filter located in the handle. Keep the foam filter in the handle at all times when the StainForce unit is being used.

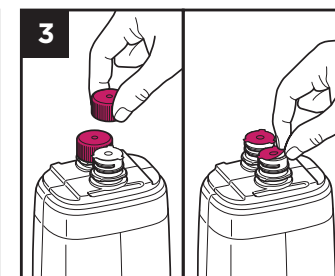
GETTING STARTED



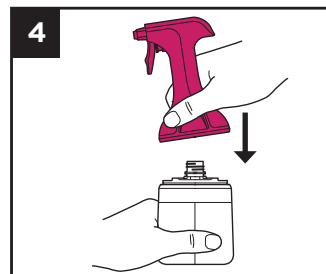
Align the Stain Tool with the end of the Dirty Water Tank. Insert the tool onto the tank until it clicks into place.



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

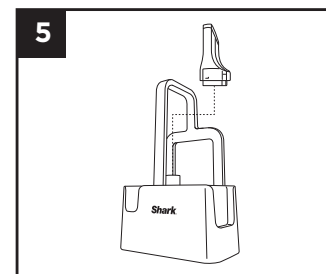


Twist off both caps on the Dual-Formula Cartridge, then peel off the foil seals.

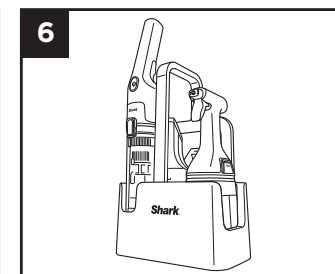


Press the Reusable Solution Sprayer down over the openings on top of the bottle. Make sure it clicks securely into place.

Note: It only fits one way.

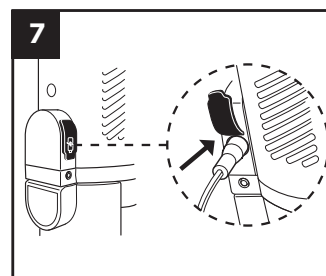


Place the Crevice Tool onto the Tool Post on the inside of the Caddy.



Place the StainForce unit and the Spray Bottle into the caddy.

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



Charge the unit fully before use. To begin charging, open the Charging Port cover and plug in the Charger.

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.

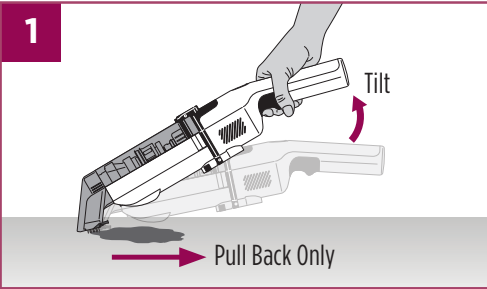
HOW TO CLEAN

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.

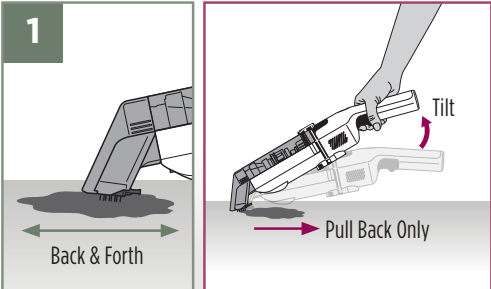
WET STAIN



1. EXTRACT SPILL

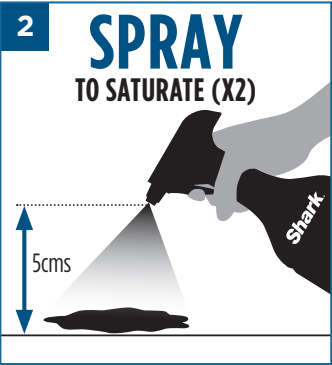
First, suction up the liquid spill to prevent spreading the stain.

DRY STAIN



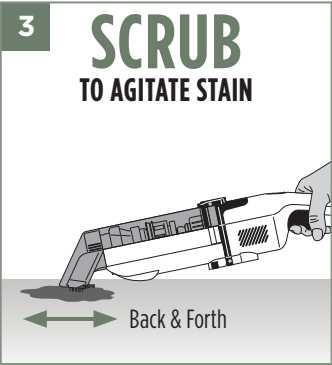
1. SCRUB STAIN & EXTRACT

Scrub stain back and forth using bristles or fins, then, turn on unit, tilt handle, and drag backwards to extract dry debris.



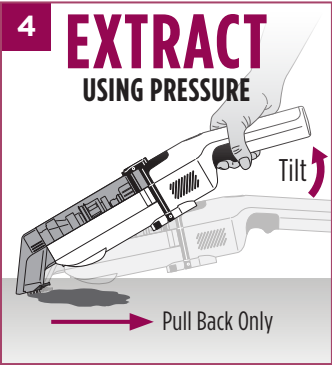
2. SPRAY

Spray cleaning solution to over saturate, 5cms from the stain.
Let soak for a few minutes and spray again. Apply at least 2 layers of solution.



3. SCRUB

Lay bristles flat on the surface & scrub the stain back and forth firmly. See below for bristle info.



4. EXTRACT

For best suction be sure to tilt up (as shown) and apply pressure. Slowly pull backwards to extract the solution. Pull back only.

LET DRY. REPEAT STEPS 2-4 UNTIL STAIN FULLY FADES.

TIPS AND TOOLS

Cleaning Tips:

- 1. Scrub ink stains 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 removed, wait 24 hours and repeat the stain cleaning process. Very old or tough stains may require multiple attempts to fully clean.

Scan QR code to view HOW-TO VIDEOS.



TOOL GUIDE

	Stain 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

BRISTLES
Deep cleaning & agitation.

FINS
For delicate or hairy surfaces.

TIPS:

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

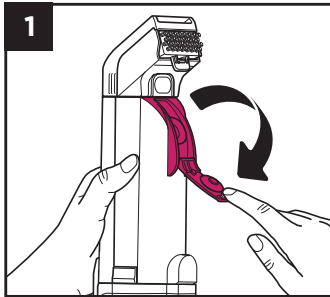
EMPTYING THE DIRTY WATER TANK

IMPORTANT

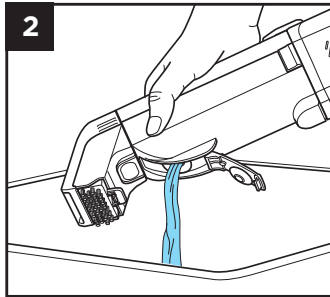
1. Always empty and clean the unit after each use. DO NOT store the unit with dirty water in the tank as this risks the build up of odours, mold and mildew.
2. After maintenance please make sure each part is installed correctly or your unit may not work properly.
3. Always charge the unit after every use.

Using the Quick-Pour Door

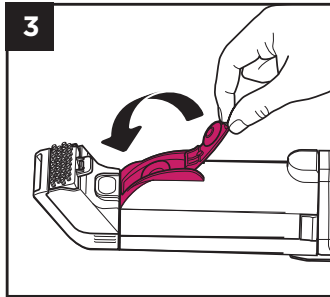
Designed to enable continuous cleaning with minimal stoppage, the Quick-Pour Door allows you to quickly and easily empty the Dirty Water Tank—perfect for handling large spills and stains.



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 the dirty water is completely drained, close the door by pressing firmly until it clicks shut.

NOTE:

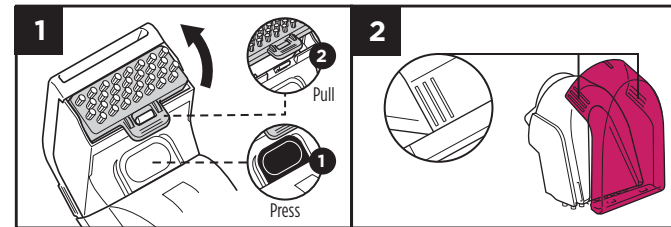
DO NOT submerge the handle in liquid.

Please allow all the parts to air dry fully before reassembly.

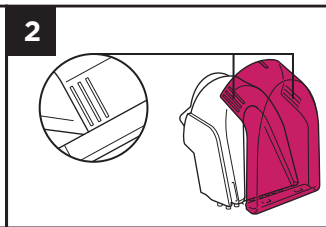
FULL CLEANING

CLEANING THE TOOLS

STAIN TOOL



Press the release button on the tool to detach it from the Dirty Water Tank. Pull the tab to remove the bristles from the tool.



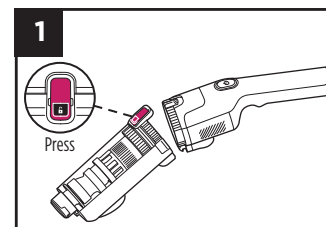
Press both sides of the Stain Tool to detach the window. Rinse off the bristles, tool, and window with water then allow to air dry.

CREVICE TOOL

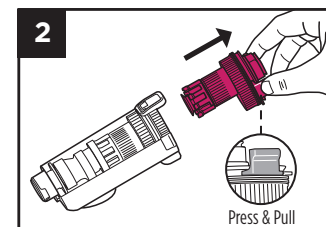


Rinse off the Crevice Tool with running water, then allow it to air dry.

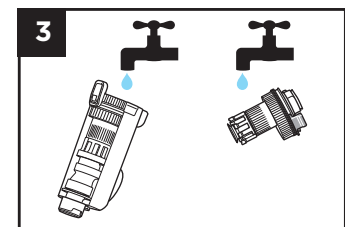
CLEANING THE DIRTY WATER TANK



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

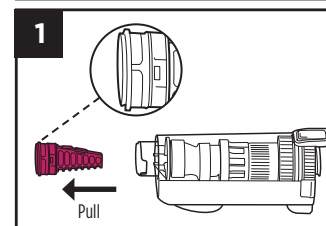


To remove the Water Separator Motor from inside the tank, squeeze the tabs on both sides of the motor, then slide it out of the tank.

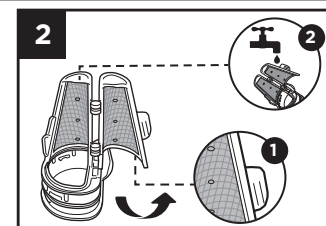


Wash the tank and the motor with soapy water. Rinse them thoroughly and allow them to air dry completely before reinstalling.

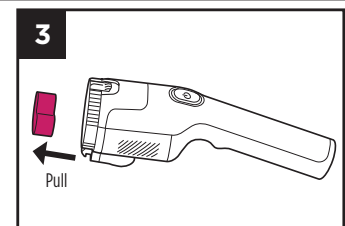
CLEANING FILTERS



With the cleaning tools detached, remove the Hair Filter from the opening in the end of the Dirty Water Tank. Grip 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.

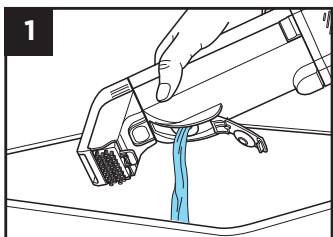
NOTE:

Make sure to inspect, rinse, and air dry the filters after each cleaning session. Make sure to reinstall the filters before use.

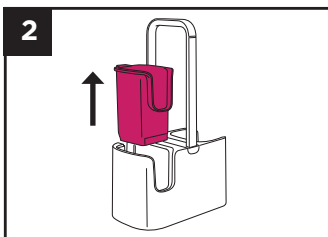
Make sure that the Hair Filter is properly closed before reinstalling the hair filter into place. If the tool collects debris, rinse it with water and allow it to air dry.

SELF-WASH CYCLE

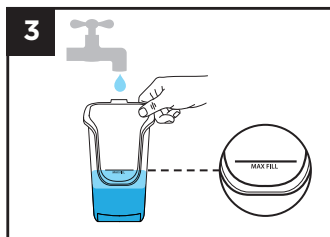
Designed for effortless maintenance, the self-wash feature helps give your StainForce a quick clean after tackling small messes.



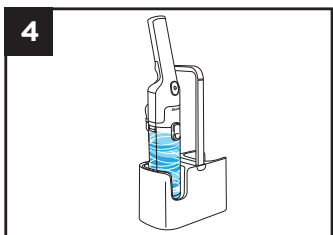
Empty the Dirty Water Tank, using the **Quick-Pour Door**.



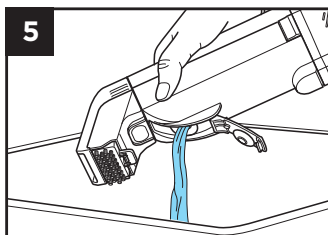
Gently squeeze the tab on the side of the self-wash caddy cup. Pull it up and out of the Caddy.



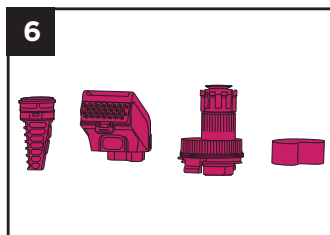
Fill the cup with clean water to the **Max Fill** line, then replace the cup in the Caddy.



With the Stain Tool attached, **insert** the StainForce into the cup and power on.



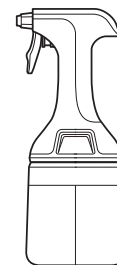
Turn off power, then remove the StainForce from the cup. Open the **Quick-Pour Door** latch and pour the water down a drain. Repeat the cycle if needed.



Check the other parts and the tools and clean them if necessary, allowing them to dry fully. See the Full Cleaning section for details.

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

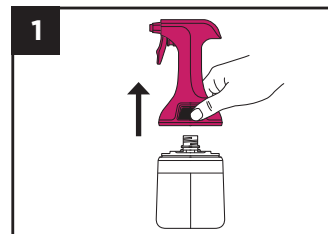
SHARK® CLEANING SOLUTION



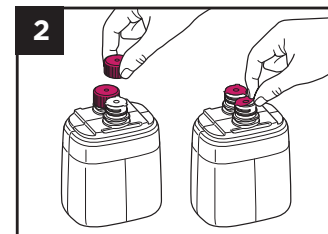
Use **ONLY** Shark branded cleaning solutions and sprayers. Your StainForce unit is not compatible with other chemical solutions or cleaners.

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

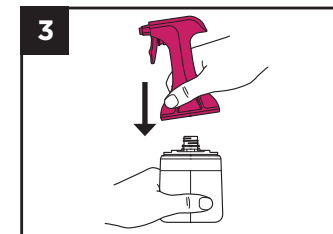
REPLACING THE CLEANING SOLUTION



Press both buttons at the same time and lift to detach the Reusable Solution Sprayer from the Dual-Formula bottle of solution.



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



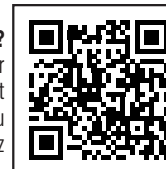
Press the sprayer down over the openings in the bottle until it clicks securely into place.

Note: The Sprayer only fits one way.



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

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

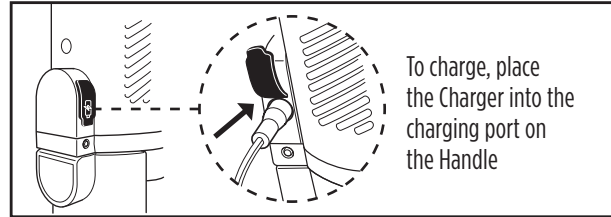


IMPORTANT: Before cleaning a surface, check the manufacturer's tag. **DO NOT** clean delicate rugs (including wool, cotton, silk, antique, or area rugs) unless they have a manufacturer's tag. If the manufacturer's tag says S or "Dry Clean Only," **DO NOT** clean that surface. If the tag says W or WS,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

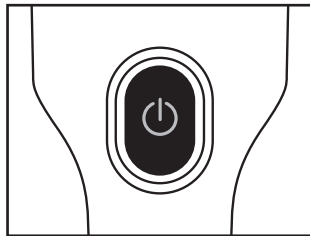
CHARGING YOUR STAINFORCE

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 minutes.



LED INDICATOR LIGHTS



Error Warnings

Dirty Water Tank Full
Blinking White

Dirty Water Tank Missing
Blinking White/Red

Wrong Charger
Blinking Red/Green

CHARGING INDICATORS

100 - 51% Charged
Solid White/Blue

50 - 26% Charged
Solid Orange

25 - 1% Charged
Blinking Red

Recharge Needed
Solid Red

Unit Charging
Blinking Orange

Fully Charged
Solid Green

TECHNICAL SPECIFICATIONS

HX100 Series: 14.4V DC

The standby power consumption: 0.1 W.

RECORD THIS INFORMATION

Model Number: _____

Date of Purchase: _____
(Keep receipt)

Store of Purchase: _____

TROUBLESHOOTING

PROBLEM	SOLUTION
Low or no suction	Inspect and remove any trapped debris from the StainForce filters, cleaning tools and tank. Make sure all parts are connected securely.
Cannot Install Tool	Ensure the Hair Filter is fully closed and inserted. Tools cannot be placed on the unit without the Hair Filter present.
Cannot install Reusable Solution Sprayer onto Dual-Formula Refill Cartridge	The Reusable Solution Sprayer only fits in one direction. Turn it around and try to click into place again.
Water Separator Motor not spinning	Remove the Water Separator Motor, clear any stuck debris. Rinse the motor with clean water and ensure it spins freely. Reassemble the unit and begin cleaning.
Unit not charging	Make sure the unit is fully charged and that you are using the correct charger. Try a different socket. Wipe the charging contact on the unit with a dry cloth to remove any debris or build up.
Liquid is leaking from the unit	Make sure the Dirty Water Tank is correctly attached to the handle. Make sure the Quick-Pour Door is firmly closed. Remove the foam filter, and allow unit to dry before reassembly and use.
Unit is emitting air that smells bad.	Disassemble unit and perform maintenance with clean, soapy water. Allow all parts to air dry fully before reassembling.
Debris present in the Dirty Water Tank	Disassemble your Stain Force and perform full maintenance. Reassemble the unit, ensuring that the Hair Filter door is closed and it is securely inserted.
Dirty Water Tank Full indicator light flashing - Tank is empty. (LED blinking white)	Remove the Water Separator Motor, clear any stuck debris. Rinse the motor with clean water and ensure it spins freely. Reassemble the unit and begin cleaning. Detach the Dirty Water Tank, then reinstall it.
LED blinking white Dirty Water Tank Full	Empty the Dirty Water Tank via Quick-Pour Door, or by removing the Water Separator Motor from the Dirty Water Tank and then pouring out the dirty water.
LED alternating white/red Dirty Water Tank missing.	Install the Dirty Water Tank onto the handle. Wait 15 seconds after emptying Dirty Water Tank before restarting the unit. Make sure the Dirty Water Tank is completely installed on both ends and is clicked securely into place.
LED alternating red/orange Discharge/charge protection.	Remove any blockages from the air path. Ensure you are using the correct charger.
LED Alternating blue/orange. Overheat protection	Allow the unit to cool down to room temperature for a minimum of 30 minutes before powering on.
LED blinking orange/white Water separator overcurrent protection.	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.
LED blinking green/white Wrong Charger	Make sure you are using the included Shark charger.
LED blinking purple	Contact Customer Service.

TWO (2) YEAR LIMITED WARRANTY

For guarantee claims, you will need to submit a proof of purchase in the form of a valid receipt that displays date and place of purchase. This warranty does not replace but is in addition to your statutory rights.

If your product becomes defective due to faulty material or workmanship within a period of 2 years from the date of purchase, we warrant to do the following:

• **For New Zealand Consumers:** We will replace the defective/faulty part with a new product, free of charge or if the unit is deemed defective/faulty we replace the unit with an equivalent or upgraded model, at our discretion.

• **For Australian Consumers:** Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Replacement items will be covered by the limited warranty for the balance of the warranty period from the date of the original purchase.

Please note: Your warranty is subject to the following conditions:

- DO NOT operate the appliance with a damaged plug or cord or if the unit has been dropped, damaged or dropped in water.
- To avoid the risk of electric shock, do not disassemble or attempt to repair the appliance on your own. If the supply cord is damaged, it must be replaced by a qualified electrician to avoid a hazard. Incorrect re-assembly or repair can cause a risk of electric shock or injury to persons when the appliance is used.
- The item has not been misused, abused, neglected, altered, modified or repaired by anyone.
- The item has been subjected to fair wear and tear.
- The item has not been used for trade, professional or hire purposes.
- The item has not sustained damage through foreign objects, substances or accident.

What is not covered?

- Accessories supplied with the item.
- Components that are subject to natural wear and tear caused by normal use in accordance with operating instructions.
- Unauthorised/improper maintenance/handling or overload is excluded from this warranty.

RECYCLING THE LI-ION BATTERY

When the Shark Li-ion battery needs to be replaced, dispose of it or recycle it in accordance with local ordinances or regulations. In some areas, it is illegal to place spent lithium-ion batteries in the standard rubbish bin. Return spent batteries to an authorised recycle centre or to the retailer for recycling. Contact your local recycling centre for information on where to drop the spent battery.

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See sharkninja.com/patents for more information.

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