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An awesome team of students from our education program made this wiki. This Troubleshooting Page will identify some common issues with the Shark Apex DuoClean Powered Lift-Away AZ1002 Vacuum. If you are unable to find helpful information on this page or need in-depth solutions, here is the link for the official Shark Troubleshooting website ( and customer service contact (1-(855)-427-5127). The vacuum has power, but there is little to no airflow from the vacuum or it won't pick up debris. Make sure to turn the vacuum off. Remove and empty the dust cup and the link filter from the vacuum using this guide (insert link). Use this guide to clean the pre-motor filter. Place your hand over the filter area above the motor inlet and turn the vacuum on. You should feel airflow. You can replace the dust cup and filters. The vacuum should now pick up debris. Use this guide (insert link) to check and remove blockages in the hose. The vacuum has power and suction, but the brushroll in the base does not spin. The brushroll indicator light is a square light located on one side of the vacuum base and will help you identify any issues with your brushroll. A solid green light means the brushroll is working as intended. A solid red light means there is a jam in the brushroll. A flashing red light means the nozzle is overheating. Turn off the vacuum and make sure it is unplugged. Remove the base of the vacuum and inspect for any blockages. Open the door covering the brushroll and remove any debris or hair. See this guide to access and clean the brushroll. If your vacuum base is overheating unplug the vacuum, remove any debris or blockages, and let the vacuum rest for 60 minutes before trying again. If the hose is not connected to the unit properly, this can cause issues with the brushroll and power. To ensure the hose is clicked into place, try to pull the hose out of the pod without pressing the release button. Be sure when vacuuming over the carpet that your brushroll is set to the carpet setting (either Carpet/Low Pile or Thick Carpet/Area Rug). Place your foot on the floor nozzle and tilt the handle back to engage the brushroll. Your vacuum should automatically work to remove clumps of debris and hair from your brushroll, but if your brushroll is excessively dirty and keeps getting tangled there may be an issue with the self-cleaning function. If your brushroll is too dirty for the self-cleaning function to keep up, use this guide to remove and clean the brushroll. If the issue persists there may be a clog causing low suction. Please refer to the "Vacuum has Low/No Suction" section of this page. If your vacuum is functioning, but is making odd noises such as whistling, grinding, or rattling use this section to troubleshoot the issue. Make sure the vacuum is off and unplugged. Use this guide to clean the dust cup and lint filter. Use this guide to clean the pre-motor filters. Use this guide to remove and clean the HEPA filter. If your vacuum is turning off on its own, it may be overheating. Use this section to troubleshoot this issue. Make sure the vacuum is off and unplugged. Use this guide to empty the dust cup and clean the lint filters. Use this guide to clean the pre-motor filters. Use this guide to check for hose blockages. Remove the garage door from the floor nozzle. Remove any debris or hair from the brushroll and/or behind it. Reassemble the vacuum ensuring you are hearing an audible click with each connection. == == == Shark vacuums have gained immense popularity in the market due to their efficiency and innovative features. However, like any other appliance, they may encounter issues from time to time. In this troubleshooting article, we will discuss the top 7 problems that users often face with Shark vacuums and provide practical solutions to help you resolve them quickly. Shark vacuum common problems related to loss of suction, brush roll not spinning, overheating, excessive noise, or battery issues. Now we have answered the main question, let's dive into troubleshooting. Loss of Suction: One of the most common issues users face is a sudden loss of suction power in their Shark vacuum which is typically caused by blocked filters. Possible Solution: Start by checking the filters for any clogs or debris. Clean or replace the filters if necessary. Additionally, ensure that the dust cup or bag is properly attached and not overfilled. Lastly, inspect the vacuum's brush roll and remove any tangled hair or debris that might impede airflow. Brush Roll Not Spinning: If you notice that the brush roll on your Shark vacuum is not spinning it's typically caused by tangled hair. Possible Solution: Begin by inspecting the brush roll for any tangled hair, strings, or debris. Remove these obstructions carefully to allow the brush roll to rotate freely. Additionally, check the belt that connects the brush roll to the motor. If the belt is broken or worn out, replace it following the manufacturer's instructions. Overheating and Shutting Off: Some Shark vacuums may overheat and shut off unexpectedly, causing inconvenience during cleaning sessions, this is commonly caused by dirty filters. Possible Solution: Firstly, check for any blockages in the vacuum's air pathways. Remove any clogs and allow the vacuum to cool down before using it again. Ensure that the filters are clean and properly installed. If the problem persists, it may indicate a faulty thermal overload switch or motor issue. In such cases, contact Shark's customer support for further assistance. Connect with an Appliance Repair Technician Click here to use the chatbox to speak with one of our friendly technicians. No in-home service calls. No appointments. Excessive Noise: If your Shark vacuum is making an unusual amount of noise which is commonly caused by debris caused in the brush roll. It can be bothersome and indicate an underlying problem. Possible Solution: Start by inspecting the brush roll for any foreign objects or debris that might be causing the noise. Clean the brush roll thoroughly. Additionally, check for any loose parts, such as screws or attachments, and tighten them if necessary. If the noise persists, it is advisable to contact Shark's customer support for further guidance. Power Cord Issues: A frayed or damaged power cord can affect the performance and safety of your Shark vacuum. Possible Solution: If you notice any visible damage on the power cord, refrain from using the vacuum until it is repaired or replaced. Contact Shark's customer support or a qualified technician to assess the situation and provide a suitable solution. In the meantime, ensure that you unplug the vacuum by gripping the plug, not the cord, to avoid any electrical hazards. Poor Battery Life (Cordless Models): Cordless Shark vacuums may experience decreased battery life over time, leading to shorter cleaning sessions. Possible Solution: If you notice a significant decline in battery performance, it may be time to replace the vacuum's battery pack. Consult the user manual or Shark's customer support for specific instructions on obtaining a compatible replacement battery. Ensure that you charge the new battery fully before using it for optimal performance. Malfunctioning or Inconsistent Controls: Some users may encounter issues with the controls on their Shark vacuum, such as unresponsive buttons or erratic behavior. Possible Solution: Begin by checking the batteries in the vacuum's control panel or remote, if applicable. Replace them if necessary. If the problem persists, clean the control buttons or panel gently using a soft, dry cloth. If none of these steps resolve the issue, it is recommended to reach out to Shark's customer support for further troubleshooting steps or repair options. Connect with an Appliance Repair Technician Click here to use the chatbox to speak with one of our friendly technicians. No in-home service calls. No appointments. Shark Vacuums Any Good? Yes, Shark vacuums are very good. Shark vacuums have established themselves as reliable and efficient cleaning appliances, making them a popular choice for many consumers. With their powerful suction, versatile cleaning capabilities, and innovative features, Shark vacuums are indeed considered to be good options for maintaining a clean home. They offer effective dirt and debris removal from various surfaces, including carpets, hardwood floors, and upholstery. Moreover, their lightweight and compact design makes them easy to maneuver and store. While there may be some concerns regarding durability, noise levels, and warranty periods, overall, Shark vacuums provide a solid cleaning performance at a more affordable price compared to some high-end brands. Shark Vacuums Pros and Cons Shark vacuums have gained significant popularity in recent years, offering a range of features and functionalities. This article aims to provide an unbiased analysis of the pros and cons of Shark vacuums, enabling consumers to make an informed decision when considering these appliances for their cleaning needs. Pros: Powerful Suction: Shark vacuums are known for their robust suction capabilities, effectively removing dirt, dust, and debris from various surfaces. Their advanced motor technology ensures high-powered suction, making them suitable for deep cleaning tasks. Versatile Cleaning: Shark vacuums come with a range of attachments and accessories, allowing users to clean different surfaces and hard-to-reach areas. Whether it's carpets, hardwood floors, or upholstery, these vacuums offer versatility to tackle a variety of cleaning tasks. Innovative Features: Many Shark models come equipped with innovative features like swivel steering, which enhances maneuverability and enables easy navigation around furniture and obstacles. Additionally, some models include LED lights that illuminate dark areas, ensuring no dirt or debris is left behind. Lightweight and Compact: Shark vacuums are often designed with portability in mind. They are lightweight and compact, making them easy to carry and store, especially in small spaces. This feature is particularly beneficial for individuals with mobility issues or those living in apartments. Affordable Options: Compared to other high-end vacuum brands, Shark offers a more budget-friendly range of options. They provide a balance between price and performance, making them an attractive choice for consumers seeking quality cleaning without breaking the bank. Cons: Durability Concerns: While Shark vacuums are generally reliable, there have been some reports of durability issues. Certain models may experience wear and tear over time, potentially requiring repairs or replacement parts. However, this can vary depending on the specific model and individual usage. Noisier Operation: Some users have noted that Shark vacuums tend to produce more noise during operation compared to certain competitors. Although it does not affect performance, this factor may be a concern for individuals who prioritize a quieter cleaning experience. Limited Warranty Period: Shark vacuums typically come with a limited warranty period, which may range from one to five years, depending on the model. While this warranty is adequate for most users, it may be shorter than the warranties offered by some other vacuum brands. Dust Canister Capacity: The dust canister capacity of Shark vacuums can vary among models, with some having smaller capacities compared to bulkier vacuums. This means that frequent emptying may be required, especially when dealing with larger cleaning sessions or heavily soiled areas. Lack of High-End Features: While Shark vacuums offer numerous innovative features, they may not have the same level of advanced technology or high-end features as some premium brands. Users looking for specific functionalities, such as smartphone app integration or advanced filtration systems, might need to explore other options. Conclusion: Shark vacuums provide a range of benefits, including powerful suction, versatility, and innovative features at a more affordable price point. However, potential concerns such as durability, noise levels, and limited warranties should be taken into account. Ultimately, the choice of a vacuum depends on individual preferences and cleaning needs. Final Thoughts: While Shark vacuums are known for their reliability, encountering issues is not entirely uncommon. By understanding these top seven problems and the corresponding troubleshooting solutions, you can effectively address and resolve the problems you might face with your Shark vacuum. Remember to always refer to the user manual or contact Shark's customer support for specific guidance tailored to your model. Connect with an Appliance Repair Technician Click here to use the chatbox to speak with one of our friendly technicians. No in-home service calls. No appointments. Related Articles References Image by cookie studio on Freepik Is your Shark Apex vacuum cleaner's brush roll refusing to spin? This can be frustrating, turning your powerful cleaning tool into an expensive paperweight. But don't worry! This article will guide you through diagnosing the problem and getting your Shark Apex back in action. We'll cover common causes, step-by-step troubleshooting, and helpful maintenance tips. Affiliate disclosure: As an Amazon associate, we'll earn a commission for every successful order through our affiliate links in this article. However, you won't be charged anything extra for this. A non-spinning brush roll significantly impacts your vacuum's ability to pick up dirt, debris, and pet hair from carpets and rugs. Understanding why this happens and how to fix it will save you time, money, and the hassle of buying a new vacuum. Let's dive in and get your Shark Apex spinning again! Common Causes of a Non-Spinning Brush Roll Several factors can cause your Shark Apex's brush roll to stop spinning. Identifying the root cause is the first step toward a solution. Here are some of the most common culprits: Clogs and Obstructions: Hair, string, carpet fibers, and other debris can become tangled around the brush roll, preventing it from rotating freely. Overheating: The motor that drives the brush roll can overheat if it's overworked or if there's an obstruction. Sensor Issues: Some Shark Apex models have sensors that detect when the brush roll is blocked or encountering resistance. If these sensors malfunction, they may incorrectly signal the motor to stop. Belt Problems: The belt that connects the motor to the brush roll can stretch, break, or slip off its track, preventing the brush roll from turning. Motor Failure: In rare cases, the motor itself may fail, requiring professional repair or replacement. Step-by-Step Troubleshooting Guide Follow these steps to diagnose and fix your Shark Apex's non-spinning brush roll: Unplug the Vacuum: Disconnect the vacuum from the power outlet. Wait 30-60 Minutes: Allow the motor to cool down completely. Plug the Vacuum Back In: Reconnect the vacuum to the power outlet. Test the Brush Roll: Turn on the vacuum and see if the brush roll is spinning. Screwdriver Scissors or seam ripper Warm water Mild detergent (optional) Replacement belt (if needed) Broom handle or other long object Troubleshooting Guide Problem Possible Cause Solution Brush roll still not spinning Obstruction remains Double-check the brush roll, hose, and airways for any remaining blockages. Brush roll spins slowly Worn or stretched belt Replace the belt. Vacuum overheats quickly Blockage in the hose or airway Check the hose and airway for blockages and remove them. Vacuum makes unusual noises Damaged brush roll or motor Inspect the brush roll for damage. If the noise persists, the motor may need professional repair or replacement. Brush roll stops intermittently Sensor malfunction Contact Shark customer service for assistance. Pro Tips Regular Cleaning: Clean the brush roll and empty the dust cup regularly to prevent clogs and maintain optimal performance. Avoid Vacuuming Cords: Be careful not to vacuum up cords, as they can easily get tangled around the brush roll. Use the Right Settings: Use the appropriate settings for different floor types to avoid overworking the motor. Check for Updates: Periodically check the Shark website for firmware updates that may improve performance and address known issues. FAQ Section How often should I clean my Shark Apex brush roll? It's recommended to clean your brush roll every 1-3 months, depending on how frequently you use your vacuum and the amount of hair and debris in your home. Regular cleaning prevents buildup and ensures optimal performance. Can I use any type of belt to replace the original one? No, it's crucial to use the correct replacement belt for your specific Shark Apex model. Using the wrong belt can cause damage to the motor or brush roll. Refer to your vacuum's manual or the Shark website to find the correct replacement belt. What if my Shark Apex is still under warranty? If your Shark Apex is still under warranty, contact Shark customer service before attempting any repairs. Unauthorized repairs may void your warranty. How do I prevent hair from getting tangled around the brush roll? Vacuum frequently to reduce the amount of hair on your floors. You can also use a rubber brush or squeegee to gather hair before vacuuming. Consider purchasing a vacuum with a self-cleaning brush roll if you have pets or long hair. Is it normal for the brush roll to stop spinning on certain floor types? Some Shark Apex models have a feature that automatically stops the brush roll when vacuuming hard floors to prevent scratching. Make sure this feature is not activated if you want the brush roll to spin on hard floors. How do I know if my Shark Apex motor is failing? Signs of a failing motor include a burning smell, unusual noises, decreased suction power, and the brush roll not spinning even after troubleshooting. If you suspect your motor is failing, contact Shark customer service for assistance. Tips, Warnings, and Best Practices Safety First: Always unplug the vacuum before performing any maintenance or repairs. Gentle Cleaning: Avoid using harsh chemicals or abrasive cleaners on the brush roll or other vacuum parts. Proper Storage: Store your Shark Apex in a clean, dry place to prevent damage. Read the Manual: Familiarize yourself with your Shark Apex model's manual for specific instructions and troubleshooting tips. Professional Help: If you're not comfortable performing repairs yourself, take your Shark Apex to a qualified repair technician. Conclusion A non-spinning brush roll on your Shark Apex can be a frustrating issue, but with a systematic approach, you can often diagnose and fix the problem yourself. By following the troubleshooting steps outlined in this article, you can identify the cause, clean or replace the necessary parts, and get your vacuum back to its optimal cleaning performance. Regular maintenance and preventative measures will help keep your Shark Apex running smoothly for years to come. Now that you're armed with the knowledge, get your Shark Apex spinning and enjoy a cleaner home! An awesome team of students from our education program made this wiki. This Troubleshooting Page will identify some common issues with the Shark Apex DuoClean Powered Lift-Away AZ1002 Vacuum. If you are unable to find helpful information on this page or need in-depth solutions, here is the link for the official Shark Troubleshooting website ( and customer service contact (1-(855)-427-5127). The vacuum has power, but there is little to no airflow from the vacuum or it won't pick up debris. Make sure to turn the vacuum off. 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