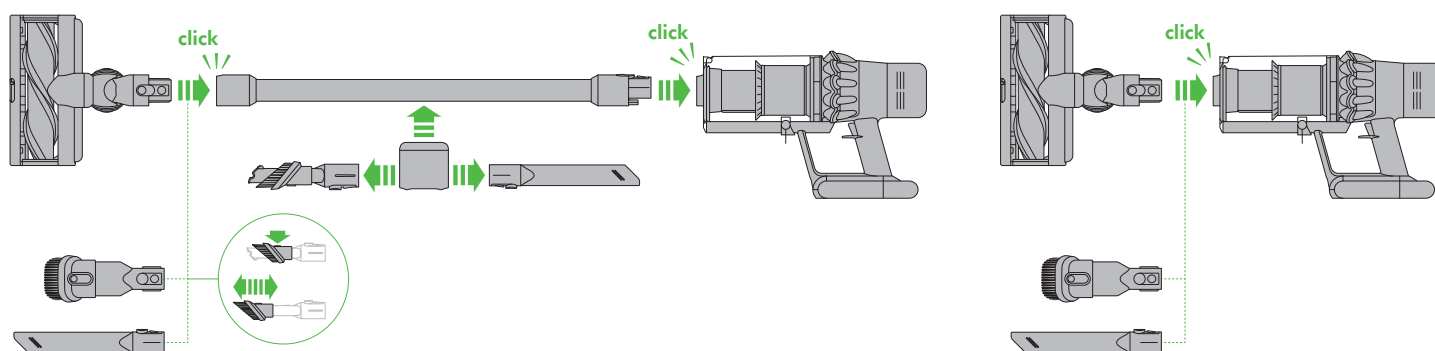


### Assembling your machine



### Quick start

**Power modes**  
Your appliance has three power modes for different tasks. Change cleaning modes quickly using a single button.

**Eco**

Maximum run time, for longer cleans.

**Auto**

The optimum balance. Attach your High torque cleaner head to activate Auto mode, which automatically adapts power between carpets and hard floors.


**Med**

**Boost**

Intensive cleaning for ground-in dirt.

Scan with your phone camera or QR reader to:

- Activate your guarantee  
2 year parts and labour.
- Watch helpful video guides  
Get started quickly.
- Access support  
From experts at Dyson.
- Or visit [dyson.com/yourV11](https://dyson.com/yourV11)



Requires Apple iOS 11 or later, a compatible Android device or a QR reader.

**Fully charge before first use**

It is important to fully charge your machine before using for the first time and after every use.



# Thank you for choosing to buy a Dyson machine

## Activating your guarantee

We don't stop caring about our machines once they're yours.

After activating your free two-year guarantee, your Dyson cord-free vacuum will be covered for parts and labour (excluding filters) for two years from the date of purchase, subject to the terms of the guarantee.

Even after your guarantee has ended, we'll still be on hand to help.

You will need your serial number, located on the base of your machine. Note your serial number for future reference.

This illustration is for example purposes only.



## How can we help?

- Solve a problem
- Get tips and guides
- Learn about Dyson technology and other Dyson machines
- Online
  - [www.dyson.com.au](http://www.dyson.com.au)
  - [www.dyson.co.nz](http://www.dyson.co.nz)
- Phone
  - AU: 1800 239 766
  - NZ: 0800 397 667

## Dyson customer care

If you have a question about your Dyson cord-free machine, call the Dyson Helpline with your serial number and details of where and when you bought the machine, or contact us through the Dyson website.

# IMPORTANT SAFETY INSTRUCTIONS

## BEFORE USING THIS APPLIANCE READ ALL INSTRUCTIONS AND CAUTIONARY MARKINGS IN THIS MANUAL AND ON THE APPLIANCE

When using an electrical appliance, basic precautions should always be followed, including the following:

### WARNING

These warnings apply to the appliance, and also where applicable, to all tools, accessories, chargers or mains adaptors.

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

1. This Dyson 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 by a responsible person concerning use of the appliance to ensure that they can use it safely.
2. Do not allow to be used as a toy. Close attention is necessary when used by or near children. Children should be supervised to ensure that they do not play with the appliance.
3. Use only as described in the Dyson User manual. Do not carry out any maintenance other than that shown in the manual, or advised by the Dyson Helpline.
4. Suitable for dry locations ONLY. Do not use outdoors or on wet surfaces.
5. Do not handle any part of the charger or appliance with wet hands.
6. Do not use with a damaged charger or cable.
7. If the appliance is not working as it should, if it has received a sharp blow, if it has been dropped, damaged, left outdoors, or dropped into water, do not use and contact the Dyson Helpline.
8. Contact the Dyson Helpline when a service or repair is required. Do not disassemble the appliance as incorrect reassembly may result in an electric shock or fire.
9. Do not stretch the cable or place the cable under strain. Keep the cable away from heated surfaces. Do not close a door on the cable, or pull the cable around sharp edges or corners. Arrange the cable away from traffic areas and where it will not be stepped on or tripped over. Do not run the appliance over the cable.
10. Do not use to pick up water.
11. Do not use to pick up flammable or combustible liquids, such as petrol, or use in areas where they or their vapours may be present.
12. Do not pick up anything that is burning or smoking, such as cigarettes, matches, or hot ashes.
13. Keep hair, loose clothing, fingers, and all parts of the body away from openings and moving parts, such as the brush bar. Do not point the hose, wand or tools at your eyes or ears or put them in your mouth.
14. Do not put any objects into openings. Do not use with any openings blocked; keep free of dust, lint, hair, and anything that may reduce airflow.
15. Use only Dyson recommended accessories and replacement parts.
16. Do not use without the clear bin and filter(s) in place.
17. Unplug the charger when not in use for extended periods of time.
18. Use extra care when cleaning on stairs.
19. To prevent unintentional starting, keep your hands and fingers away from the trigger when changing tools. Carrying the machine with your finger on the trigger may risk starting the machine and invite accidents.
20. Do not install, charge or use this appliance outdoors, in a bathroom or within 3 metres (10 feet) of a pool. Do not use on wet surfaces and do not expose to moisture, rain or snow.

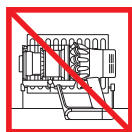
21. When removing or replacing a motorised brush bar, be careful not to pull the trigger until the cleaner head has been reassembled.
22. Do not use a battery pack or appliance that is damaged or modified. Damaged or modified batteries may exhibit unpredictable behaviour resulting in fire, explosion or risk of injury. Do not expose battery pack or appliance to fire or excessive temperatures. Exposure to fire or temperatures above 60°C (140°F) may cause explosion.
23. Use only the Dyson charger Part Number 217160 or 270576 for charging this appliance. Use only the Dyson battery Part Number 355983 for this appliance. Other types of batteries may explode, causing damage and injury to persons.
24. Disconnect the battery from the appliance before cleaning, maintaining or storing the appliance for extended periods of time.
25. When the battery is not in use, keep it away from objects such as paper clips, coins, keys, nails, screws and other small metal objects, that can make a connection from one terminal to another. Shorting the battery terminals together may cause burns or a fire.
26. The battery should be removed from the appliance and safely disposed of in accordance with local ordinances or regulations.
27. The battery is a sealed unit and under normal circumstances poses no safety concerns. In the unlikely event that liquid leaks from the battery, do not touch the liquid as it may cause irritation or burns, and observe the following precautions:
  - Skin contact – can cause irritation. Wash with soap and water.
  - Inhalation – can cause respiratory irritation. Expose to fresh air and seek medical advice.
- Eye contact – can cause irritation. Immediately flush eyes thoroughly with water for at least 15 minutes. Seek medical attention.
- Disposal – wear gloves to handle the battery and dispose of immediately, following local ordinances or regulations.
28. Follow all charging instructions and refer to the 'Changing your battery' section for details on how to change the battery. Do not charge the battery or the appliance outside of the temperature range specified in the instructions. Charging improperly or at a temperature outside of the specified range may damage the battery and increase the risk of fire. To ensure maximum battery life, Dyson recommends the following:
  - When not in use the appliance should be stored at room temperature. Recommended range: 18°C (64°F) to 28°C (82°F).
  - The ambient temperature range for operation and charging should be 10°C (50°F) to 30°C (86°F).
29. FIRE WARNING – Do not place this appliance on or near a cooker or any other hot surface and do not incinerate this appliance even if it is severely damaged. The battery might catch fire or explode.
30. FIRE WARNING – Do not apply any fragrance or scented products to the filter(s) of this appliance. The chemicals in such products are known to be flammable and can cause the appliance to catch fire.

## READ AND SAVE THESE INSTRUCTIONS

THIS DYSON APPLIANCE IS INTENDED FOR HOUSEHOLD USE ONLY



Do not use near naked flames.



Do not store near heat sources.



Do not pick up water or liquids.



Do not pick up burning objects.

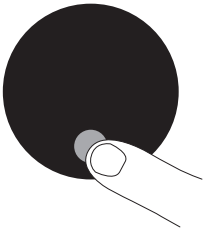


Do not put hands near the brush bar when the appliance is in use.



Do not place on or near the cooker.

# The screen



## Settings menu

Control the settings on your machine using the Selection button. To enter the settings menu, press and hold the button until the menu screen appears. Tap to scroll through the options available.

## Changing language



To change the language on your screen, press the Selection button and hold until the language list appears. Release the button.

Tap the Selection button to scroll through the language list to your preferred language. Press and hold the button until the countdown ends to set your language.

A green tick will appear on the screen to show your language selection is complete.

To cancel your selection, release the button during the countdown.

## Change alert setting



Tap to scroll through the settings menu. Select the 'Alerts' option.

Scroll to select on or off. Hold the Selection button until the countdown ends and a tick appears on the screen.

To cancel your selection, release the button during the countdown.

## Exit settings menu

To exit the settings menu, tap to scroll through the settings menu. Select 'Exit menu'.

## Low battery



Your machine will pulse three times and a low battery icon will appear on the screen to alert you that your battery needs to be charged.

When your battery needs to be charged, the screen will alert you.

## Battery health



To get the best performance and life from your battery, use Eco or Auto/Med mode.

## Alerts

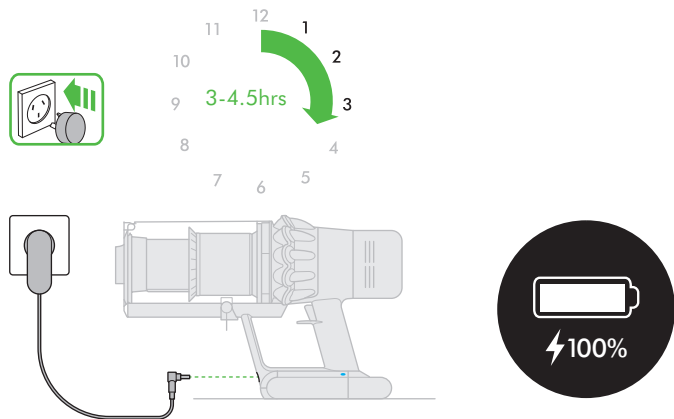
Alerts will appear on the screen when your machine needs your attention.

A filter icon will alert you when the filter isn't fitted correctly or needs cleaning.

A blockage icon will alert you when a blockage needs removing from your machine.

## Charging and storing your machine

It's important to fully charge your new machine before using it for the first time, and after every clean. This is because the battery and monitoring system's algorithm 'learns' over time, and fully charging your machine helps it to more accurately calculate and display remaining run time.



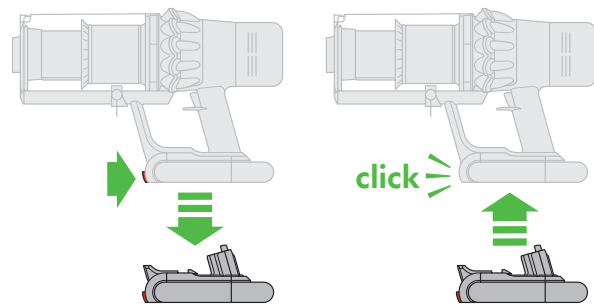
Connect to the charger either directly or in the docking station. The blue LEDs on either side of the battery will flash during charging. When the battery is fully charged, both LEDs will light for 5 seconds.

Your machine won't operate if the ambient temperature is below 0°C (32°F). This is designed to protect both the motor and battery.

Battery is charged when display shows battery at 100%.  
Battery empty and needs charging.

## Changing your battery

Where you have additional batteries, we recommend that you alternate the batteries to maintain even performance.



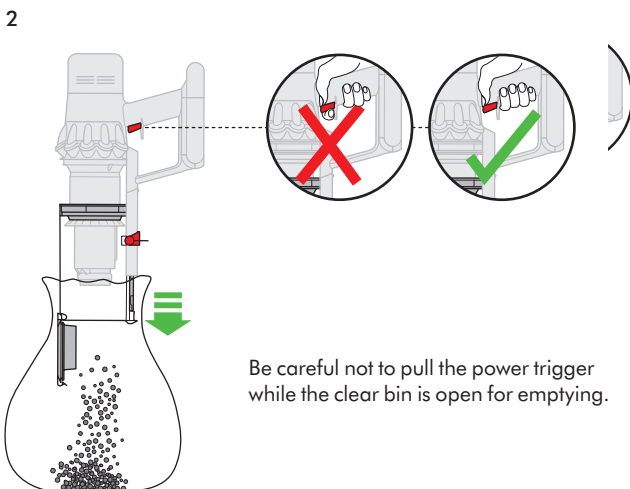
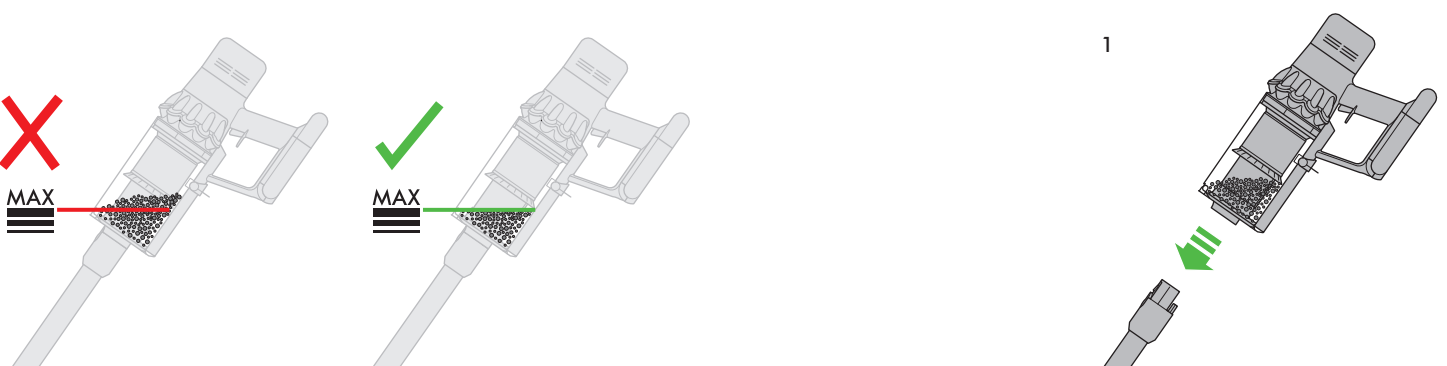
### To remove a battery

Hold your hand under the battery to support it. Press the battery release button and slide the battery off the handle. Place the battery on charge.

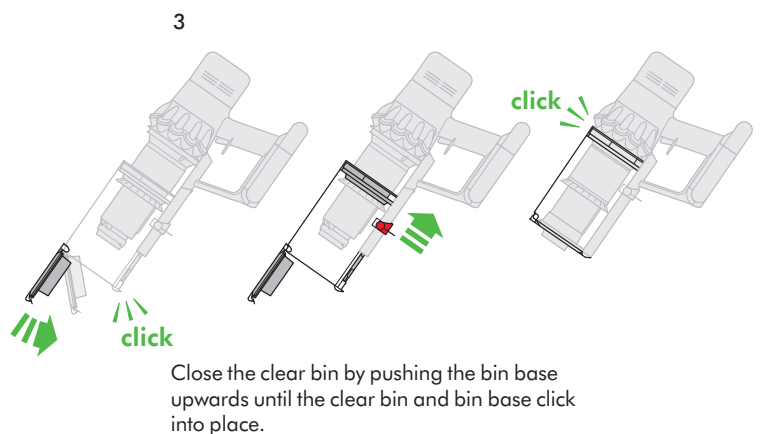
### To install a battery

Slide the battery onto the handle until it clicks securely in place.

## Emptying your clear bin

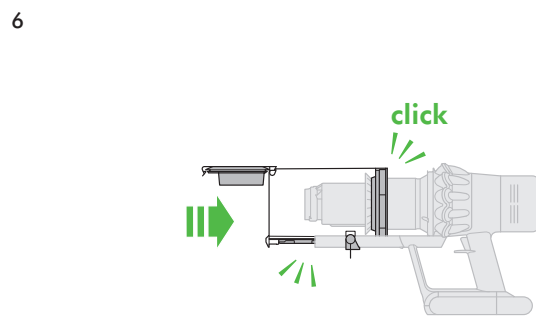
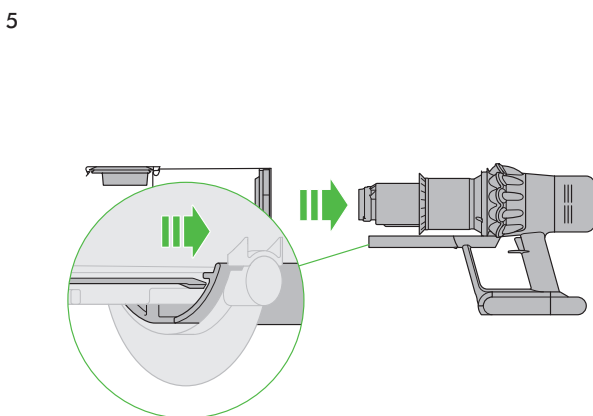
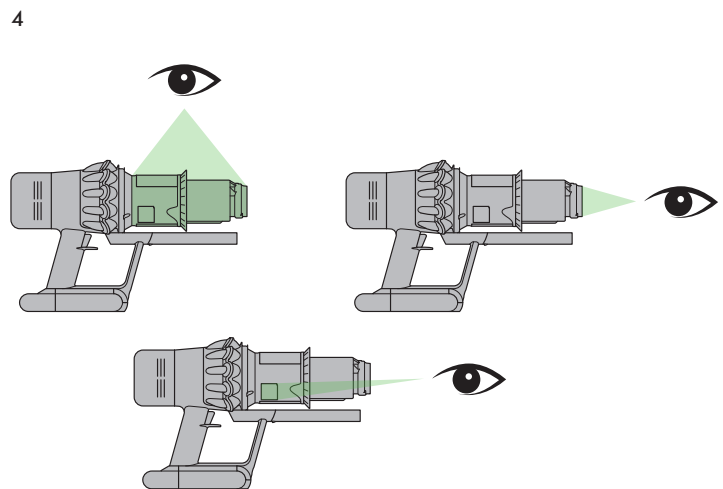
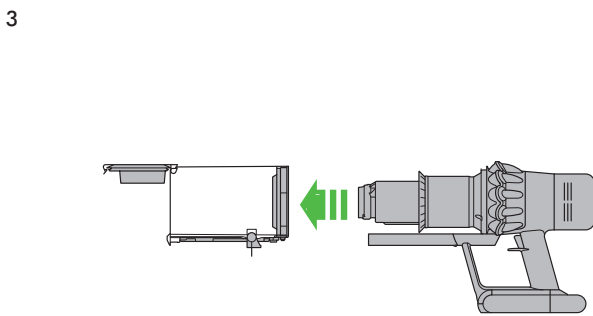
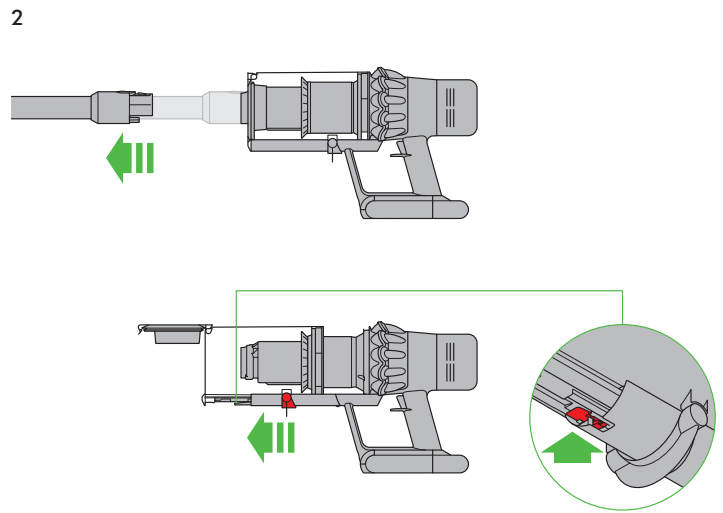
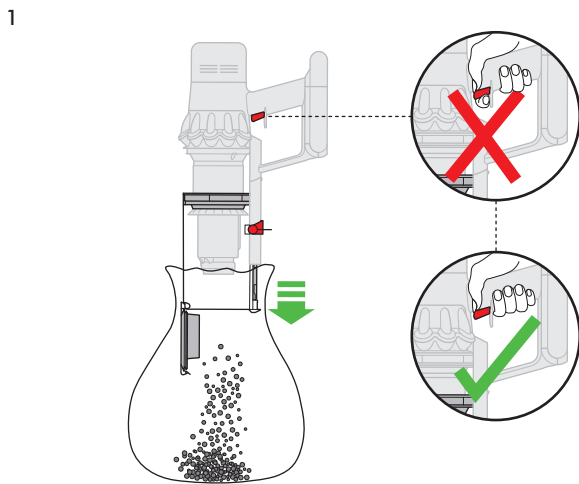
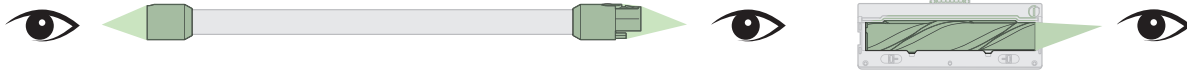


Be careful not to pull the power trigger while the clear bin is open for emptying.



Close the clear bin by pushing the bin base upwards until the clear bin and bin base click into place.

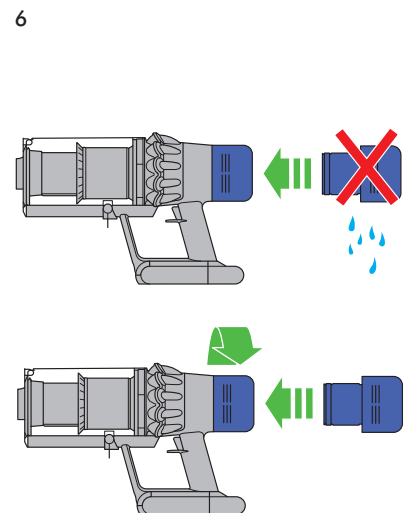
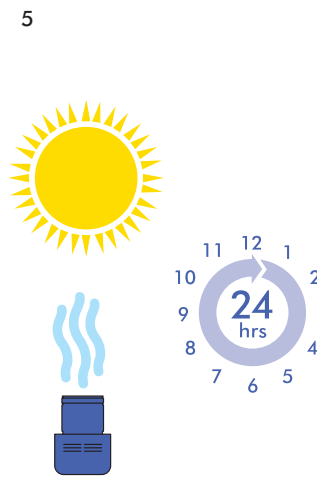
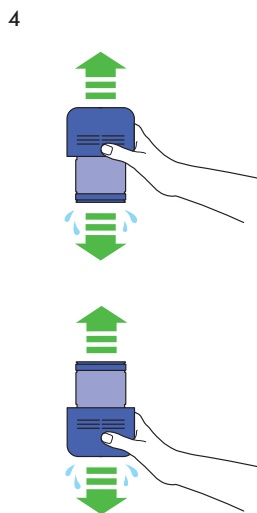
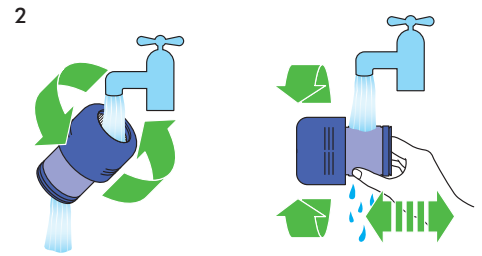
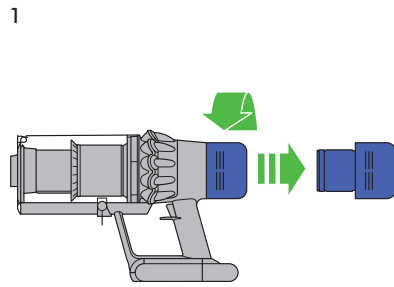
# Looking for blockages



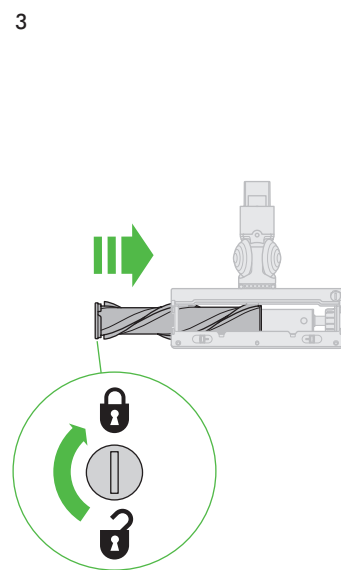
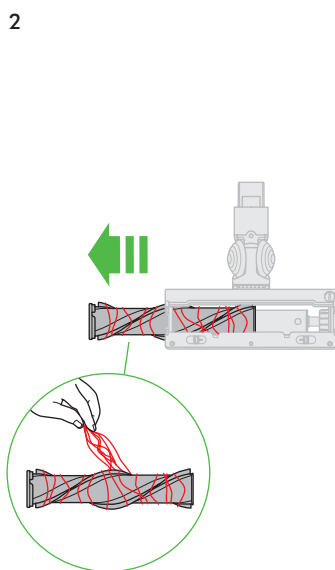
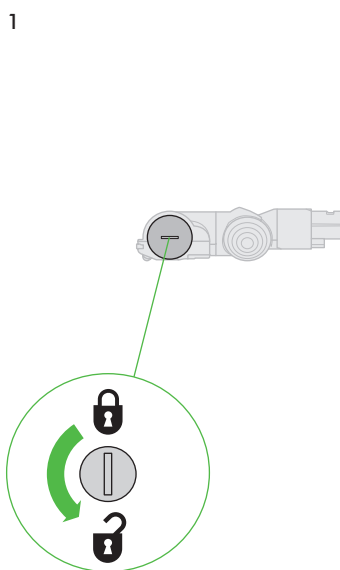
Close the clear bin by pushing the bin base upwards until the clear bin and bin base click into place.



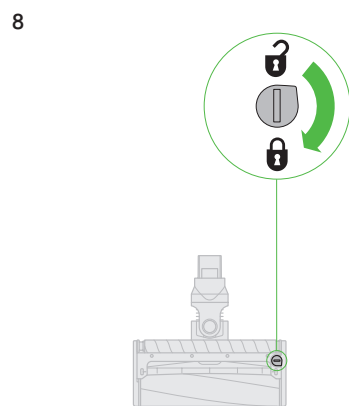
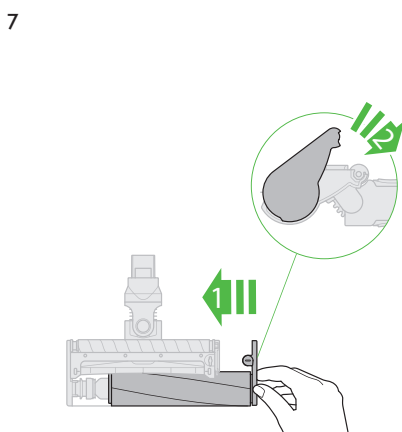
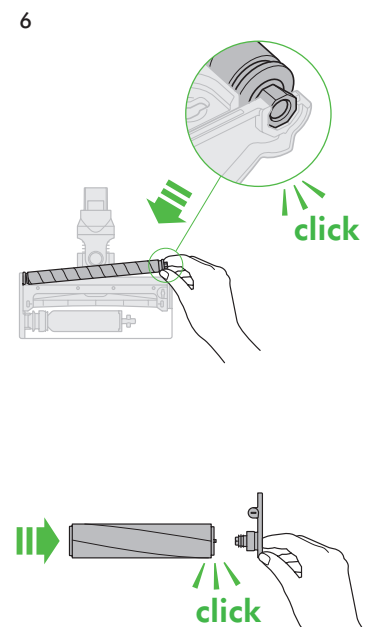
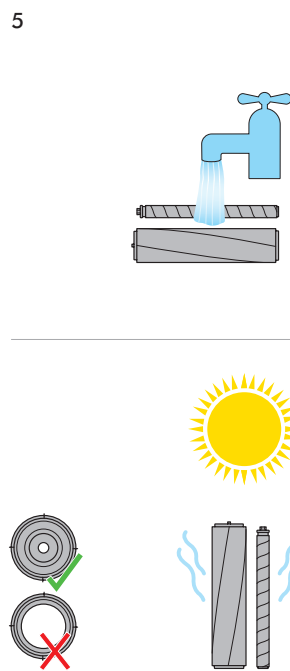
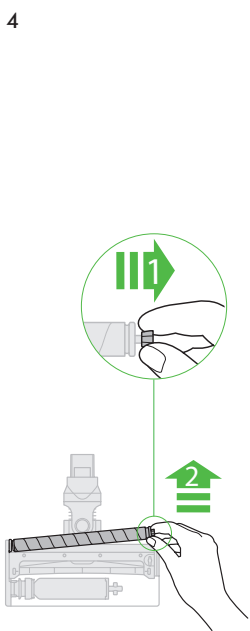
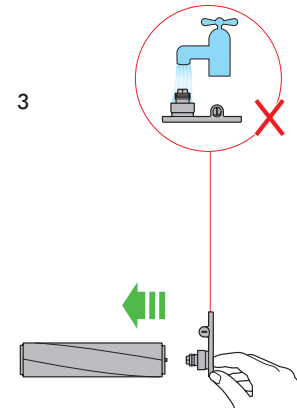
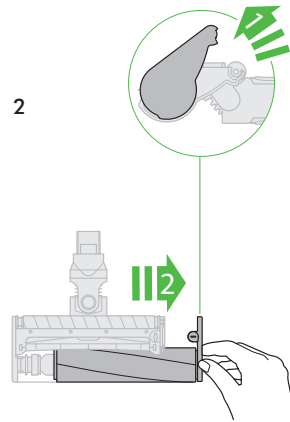
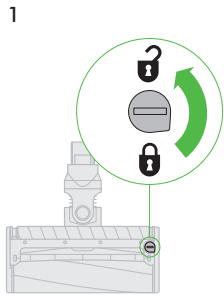
# Cleaning the filter



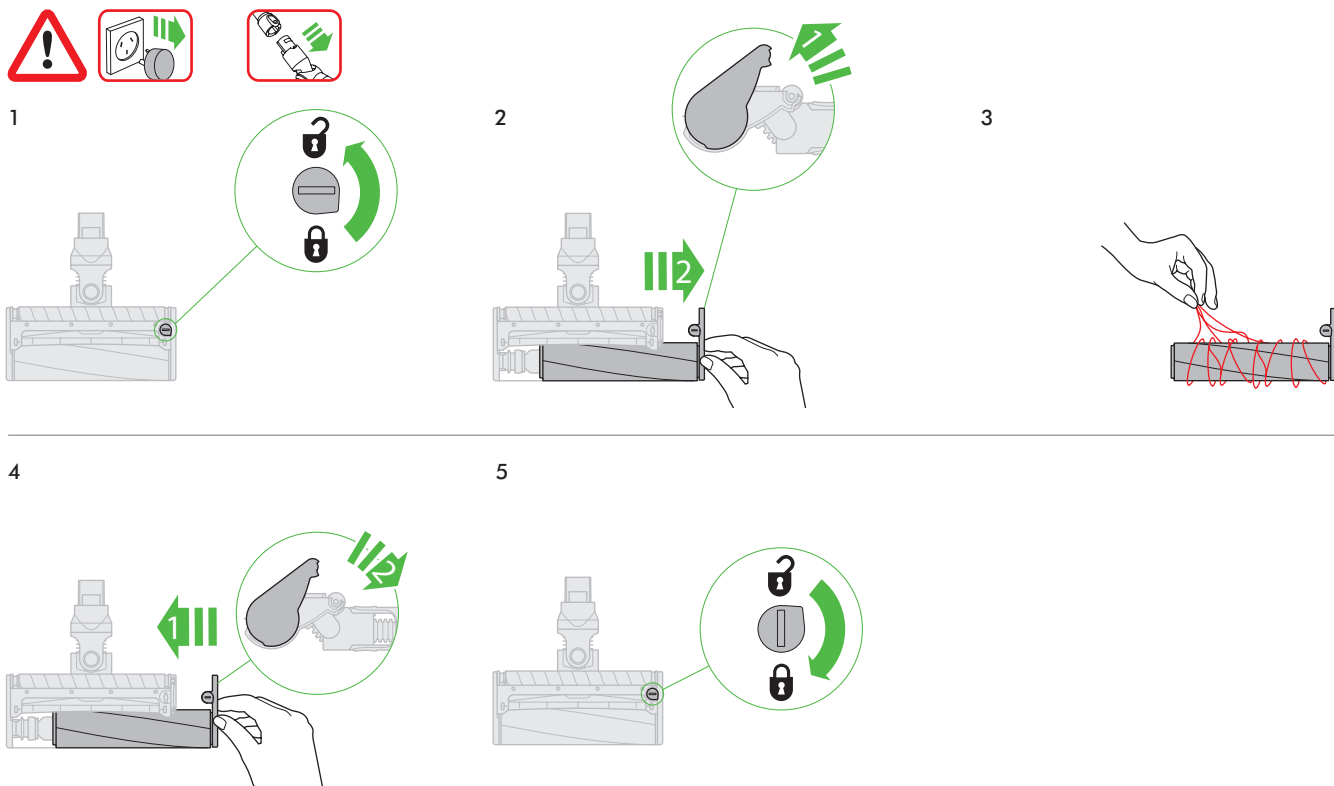
# High torque cleaner head maintenance



# Soft roller cleaner head maintenance – washing the brush bars



# Soft roller cleaner head maintenance – clearing blockages



## Additional information

Please read the 'Important safety instructions' in the Dyson User manual before proceeding.

### Installing your docking station

- Unpack the docking station, charger and installation leaflet.
- Choose a suitable location for the docking station and make sure there is no pipework (gas, water or air), electrical cables, wires or ductwork directly behind the mounting location.
- Follow the instructions on the installation leaflet.
- Click the tools into place on the docking station.
- Place the machine into the docking station.
- Plug the charger into the mains electricity supply. Switch on (if necessary) to charge the battery.
- It is important to fully charge your machine before using for the first time and after every use.

The docking station must be mounted in accordance with regulations and applicable codes/standards (state and local laws may apply).

Dyson recommends the use of protective clothing, eyewear and materials when installing the docking station.

### Using your machine

- Remove the appliance from the docking station.
- Check that the underside of the cleaner head or tool is clean and free from foreign objects that may cause damage.

Before vacuuming your flooring, rugs and carpets, check the manufacturer's recommended cleaning instructions.

The brush bar on the appliance can damage certain carpet types and floors. Some carpets will fuzz if a rotating brush bar is used when vacuuming. If this happens, we recommend vacuuming without the motorised floor tool and consulting with your flooring manufacturer.

### High torque cleaner head – suction control slider

Your High torque cleaner head has a slider control to adjust the suction of the cleaner head. To select the suction required, move the suction control slider on top of the cleaner head.

Maximum suction for ground-in dust and debris (+)

- For vacuuming durable floor coverings, hard floors and heavily soiled carpets and rugs.

Suction for dust and debris (▲)

- For vacuuming of lightly soiled carpets, rugs and hard flooring.
  - For vacuuming of large debris such as peanuts or rice.
- Suction for deep pile carpets and delicate flooring (-)
- For vacuuming deep pile carpets or rugs and any flooring on which you may experience greater resistance.
  - For vacuuming of lightly soiled floors, including delicate flooring such as vinyl, parquet and lino.

### Emptying your clear bin

- Empty as soon as the dirt reaches the level of the MAX mark – do not overfill.
- Be careful not to pull the power trigger while the clear bin is open for emptying.
- Remove the wand by pressing the red wand release button and pulling away from the bin.
- To release the dirt:
  - Hold the appliance with the bin in a downwards position.
  - Firmly push the red bin release button.
  - The bin will slide down, cleaning the shroud as it goes.
  - The bin base will then open.
  - The bin base will not open if the red button is not pushed down fully.

To minimise dust/allergen contact when emptying, encase the clear bin tightly in a dust proof bag and empty. Remove the clear bin carefully from the bag. Seal the bag tightly, dispose as normal.

### Cleaning the clear bin (optional)

If it is necessary to clean the clear bin:

- Follow the instructions in the 'Emptying the clear bin' section.
- Press the red button located on the bin runner to release the bin and slide the bin off the runner.
- Clean the clear bin with a damp cloth only.
- Ensure that the clear bin and seals are completely dry before replacing.
- To refit the clear bin:
  - Insert the spine on to the bin runner.

Close the clear bin by pushing the bin base upwards until the clear bin and bin base click into place.

The clear bin is not dishwasher safe and the use of detergents, polishes or air fresheners to clean the clear bin is not recommended as this may damage your appliance.

### Looking for blockages

- Your machine is fitted with an automatic cut-out. If any part becomes blocked, the machine may automatically cut out.
- The motor will pulse and the LCD screen will indicate that there is a blockage.
- Leave to cool down before looking for blockages.
- Be careful not to pull the power trigger while looking for blockages.
- Make sure any blockages are clear and all parts are refitted before using your machine.
- Beware of sharp objects when checking for blockages.
- Clearing blockages is not covered by your Dyson guarantee.
- To check for blockages in the main body of your machine, remove the clear bin following the instructions in the 'Emptying your clear bin' section and remove any blockage.

- If you can't clear an obstruction from the cleaner head, you may need to remove the brush bar. Use a coin to unlock the fastener, slide the brush bar out of the cleaner head and remove the obstruction. Replace the brush bar and securely tighten the fastener. Make sure it is fixed firmly before using your machine.
- This machine has carbon fibre brushes. Take care if coming into contact with them, as they may cause minor skin irritation. Wash your hands after handling the brushes.

#### Washing the filter unit

Wash the filter unit at least once every month, or whenever the filter maintenance indicator lights.

The LCD display will alert you when the filter unit needs washing. We recommend that you wash your filter at least once a month or when your machine alerts you.

- Remove the filter unit by twisting it anticlockwise. Gently pull away from the appliance.
- Gently tap the filter unit to remove any excess dust and debris before washing it.
- Wash the filter unit in cold water only: do not use detergent, or wash it in a dishwasher or washing machine.
- Wash the pleated paper element of the filter unit first; hold the filter unit under a cold water tap with the foam element downwards and run cold water over the pleated paper.
- Continue washing until the water runs clear.
- Wash the foam element of the filter unit next; hold the filter unit under a cold water tap with the foam element downwards so that dirty water does not contaminate the pleated paper element. Run cold water over the inside and outside of the foam element and squeeze the foam gently to expel the dirt.
- Continue washing until the water runs clear.
- Wash the outside of the filter unit. Then fill the unit with cold water, place your hands over the open ends and shake gently.
- Repeat washing the elements and outside of the filter unit until the water runs clear.
- Gently shake the filter unit to remove any excess water and leave to drain with the foam element end facing up.
- Leave the filter unit to dry completely in a dry environment with good airflow, for a minimum of 24 hours.
- Check that the filter unit is completely dry.
- To refit, return the filter unit to the main body and twist clockwise until it clicks into place.

The filter unit may require more frequent washing if vacuuming fine dust or if use is mainly in Boost mode.

Don't put any part of your machine in a dishwasher, washing machine, tumble dryer, oven, microwave or near a naked flame.

#### Looking after your High torque cleaner head

- Turn the cleaner head upside down. Use a coin to turn the end cap a quarter anticlockwise until it clicks into the unlocked position.
- Slide the brush bar out of the cleaner head.
- Remove any hair, carpet fibres or other debris from the brush bar.
- Slide the brush bar back into the cleaner head.
- Turn the end cap a quarter until it clicks into the locked position.

#### Looking after your Soft roller cleaner head

- Turn the cleaner head upside down. Use a coin to turn the end cap a quarter anticlockwise until it clicks into the unlocked position.
- Rotate the end cap to the open position. Gently slide the main brush bar out of the cleaner head.
- Remove the end cap from the main brush bar.
- Do not wash the end cap.
- Lift the small brush bar out of the cleaner head.
- Hold the brush bars under running water and gently rub to remove any lint or dirt.
- Stand the brush bars upright as shown. Leave to dry completely for a minimum of 24 hours.
- Before replacing, check that the brush bars are completely dry.
- Put the small brush bar back into position making sure it clicks into place.
- Reattach the end cap to the main brush bar.
- Slide the main brush bar into the cleaner head. Rotate the end cap to the closed position.
- Close the fastener by turning it a quarter clockwise. Check that the fastener and brush bars are all securely in place.

#### Charging and storing

- This machine will switch off if the battery temperature is below 10°C (50°F). This is designed to protect the motor and battery. Do not charge the machine and then move it to an area with a temperature below 10°C (50°F) for storage purposes.
- To help prolong battery life, avoid recharging immediately after a full discharge. Allow to cool for a few minutes.
- Avoid using the machine with the battery flush to a surface. This will help it run cooler and prolong battery run time and life.

#### Battery safety instructions

- If the battery needs replacing, please contact the Dyson Helpline.
- Only use the charger, Part Number 217160 or 270576, to charge this appliance.

#### CAUTION

The battery used in this device may present a risk of fire or chemical burn if mistreated. Do not short contacts, heat above 60°C (140°F), or incinerate. Keep away from children. Do not disassemble and do not dispose of in fire.

#### Disposal information

Dyson products are made from high-grade recyclable materials. Please dispose of this product responsibly and recycle where possible.

When your Dyson appliance reaches the end of its life, we can assist with its safe disposal. You can send your old Dyson appliance back to us (at our cost) and we will organise for it to be recycled.\*

\*Please note that not all parts are recyclable. Recycling of parts is subject to the capabilities of third party suppliers. Available in Australia only.

Simply:

1. Box up your old Dyson appliance.
2. Take the package to your local post office and send it to the address below:

Dyson We Recycle  
Reply Paid 83215  
Dyson Service Centre  
8-10 Mangrove Lane  
Taren Point, NSW 2229

- The battery should be removed from the machine before disposal.
- Recycle or dispose of the battery in accordance with local ordinances or regulations.
- Dispose of the exhausted filter unit in accordance with local ordinances or regulations.

#### Dyson customer care

Thank you for choosing to buy a Dyson machine

After registering your 2 year Dyson guarantee, your Dyson machine will be covered for parts and labour for 2 years from the date of purchase, subject to the terms of the guarantee. If you have any questions about your Dyson machine, call the Dyson Helpline with your serial number and details of where and when you bought the machine. Most questions can be solved over the phone by one of our trained Dyson Helpline staff.

#### Registering your Dyson guarantee

To help us ensure that you receive a prompt and efficient service, please register as a Dyson appliance owner. There are three ways to do this:

- Online at [www.dyson.com.au/register](http://www.dyson.com.au/register) (AU) or [www.dyson.co.nz/register](http://www.dyson.co.nz/register) (NZ).
- Telephone the Dyson Helpline on 1800 239 766 (AU) or 0800 397 667 (NZ).
- Complete the enclosed form and post it to us.

#### Limited 2 year guarantee

Terms and conditions of the Dyson 2 year limited guarantee

#### Australian Consumer Law

In Australia, your Dyson machine comes 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 your Dyson machine repaired or replaced if it fails to be of acceptable quality and the failure does not amount to a major failure. All rights under the Dyson guarantee are in addition to your rights under the Australian Consumer Law.

#### New Zealand Consumer Law

Under the New Zealand Consumer Guarantees Act 1993, if the product is not of acceptable quality but that defect is not substantial, Dyson may choose whether to repair or replace the product. If a repair will be difficult, Dyson may instead provide you with a refund. If a product's defect is substantial or cannot be fixed, you can ask for either a refund, replacement product, or compensation for any reduction in that product's value. You are also entitled to compensation for any other reasonably foreseeable loss caused by that substantial defect.

#### What is covered

- The repair or replacement of your Dyson machine (at Dyson's discretion) if it is found to be defective due to faulty materials, workmanship or function within two years of purchase or delivery (if any part is no longer available or out of manufacture, Dyson will replace it with a functional replacement part).
- This Dyson guarantee will only be valid if the machine is used in the country in which it was sold.
- Where this appliance is sold within the EU, this guarantee will only be valid (i) if the appliance is used in the country in which it was sold or (ii), if the appliance is used in Austria, Belgium, France, Germany, Ireland, Italy, Netherlands, Spain or the United Kingdom and the same model as this appliance is sold at the same voltage rating in the relevant country.

#### What is not covered

Dyson does not guarantee the repair or replacement of a product where a defect is the result of:

- Accidental damage, faults caused by negligent use or care, misuse, neglect, carelessness or operation or handling of the appliance which is not in accordance with the Dyson Operating Manual.
- Use of the appliance for anything other than normal domestic household purposes.
- Use of parts not assembled or installed in accordance with the instructions of Dyson.
- Use of parts and accessories which are not genuine Dyson components.
- Faulty installation (except where installed by Dyson).
- Repairs or alterations carried out by parties other than Dyson or its authorised agents.
- Blockages – please refer to the Dyson Operating Manual for details on how to look for and clear blockages.
- Normal wear and tear (e.g. brush bar).
- Use of this appliance on rubble, ash, plaster.
- Reduction in battery discharge time due to battery age or use (cordless machines only).

If you are in any doubt as to what is covered by your guarantee, please contact the Dyson Helpline.

#### Other terms relating to the Dyson guarantee

- The Dyson guarantee becomes effective from the date of purchase.
- All work will be carried out by Dyson Appliances (Aust.) Pty Limited, Dyson New Zealand Limited (NZ) or their authorised agents.
- Any parts replaced by Dyson or its service agents will become the property of Dyson Appliances (Aust.) Pty Limited or Dyson New Zealand Limited (NZ).
- You must provide proof of purchase for your Dyson machine in order to make a claim under the Dyson guarantee.
- Under the Dyson guarantee, the repair, replacement and any associated delivery charges (both to and from Dyson) will be at no cost to you.
- Whether or not the Dyson guarantee applies, you may have rights and remedies available to you under Australian or New Zealand Consumer Law.

#### How to claim under the Dyson guarantee

Australia

To make a claim under the Dyson guarantee, please contact the Dyson Helpline on 1800 239 766.

The Dyson Helpline is available Monday-Friday (8:00am-8:00pm EST), Saturday-Sunday (8:30am-4:00pm EST).

You can also contact Dyson:

- By email: [aucustomer@dyson.com](mailto:aucustomer@dyson.com)
- By mail or in person:

Dyson Appliances (Aust.) Pty Limited  
8 -10 Mangrove Lane  
Taren Point NSW 2229

Please visit the Dyson support page at [www.dyson.com.au/support](http://www.dyson.com.au/support) for more information on troubleshooting any issues you may have with your machine and maintaining your Dyson machine.

New Zealand

To make a claim under the Dyson guarantee, please contact the Dyson Helpline on 0800 397 667.

The Dyson Helpline is available Monday-Friday (8:30am-5:00pm NZT).

You can also contact Dyson:

- By email: [help@dyson.co.nz](mailto:help@dyson.co.nz)
- By mail or in person:

Dyson New Zealand Limited

Unit 6, 99 Carbine Road

Mount Wellington

Auckland, 1060, New Zealand

Please visit the Dyson support page at [www.dyson.co.nz/support](http://www.dyson.co.nz/support) for more information on troubleshooting any issues you may have with your machine and maintaining your Dyson machine.

#### **Important data protection information**

When registering your Dyson machine:

- You will need to provide us with basic contact information to register your machine and enable us to support your Dyson guarantee.
- When you register, you will have the opportunity to choose whether you would like to receive communications from us. If you opt-in to communications from Dyson, we will send you details of special offers and news of our latest innovations.
- We never sell your information to third parties and only use information that you share with us as defined by our privacy policies which are available on our website [privacy.dyson.com](http://privacy.dyson.com).

# Dyson customer care

If you have a question about your Dyson appliance, contact us via the Dyson website or call the Dyson Helpline with your serial number and details of where and when you bought the appliance.

## DYSON CUSTOMER CARE

### Australia

Website: [www.dyson.com.au](http://www.dyson.com.au)

Email: [aucustomer@dyson.com](mailto:aucustomer@dyson.com)

Dyson Helpline: 1800 239 766 (Mon-Fri 8:00am to 7:00pm EST,

Sat-Sun 8:30am to 4:00pm EST)

Address: Dyson Appliances (Aust.) Pty Limited, PO Box 2175, Taren Point, NSW 2229 Australia

### New Zealand

Website: [www.dyson.co.nz](http://www.dyson.co.nz)

Email: [help@dyson.co.nz](mailto:help@dyson.co.nz)

Dyson Helpline: 0800 397 667 (Mon-Fri 8:30am to 5:00pm)

Address: Dyson New Zealand Limited, Unit 6, 99 Carbine Road, Mount Wellington, Auckland, 1060, New Zealand





# GUARANTEE FORM

Date of purchase  /  /  Country of purchase  Australia  New Zealand

Serial number

Title  Surname

First name

Address

Postcode

Email

Telephone  Mobile

Store of purchase

**Privacy statement**  
 By providing the above information, you consent to Dyson using that information (including disclosing it to third parties such as our business partners or professional advisers) for the purposes of providing the services you have requested. With your consent, Dyson may also use the information you provide for future marketing and research purposes (including sending commercial electronic messages). If you consent to this use, please tick the relevant boxes below.  
 If you wish to access your personal information please contact us at [aucustomer@dyson.com](mailto:aucustomer@dyson.com).

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|---|---|
| <p>As a Dyson appliance owner, you can hear about Dyson inventions, services and products before anyone else. If it's okay to contact you, please let us know how we may do this.</p> <p>By mail      Yes <input type="checkbox"/>      No <input type="checkbox"/></p> <p>By phone      Yes <input type="checkbox"/>      No <input type="checkbox"/></p> <p>By email      Yes <input type="checkbox"/>      No <input type="checkbox"/></p> <p>By text message      Yes <input type="checkbox"/>      No <input type="checkbox"/></p> | <p>We sometimes ask other companies (such as market researchers) to contact owners on our behalf. We do this to get feedback on ideas or ask you to try new products and services. Would this be okay?</p> <p>Yes <input type="checkbox"/>      No <input type="checkbox"/></p> |
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## 3 easy ways to register your Dyson 2-year guarantee

**REGISTER ONLINE** 

Visit our website to register your Dyson full parts and labour guarantee online.

AU: [www.dyson.com.au/register](http://www.dyson.com.au/register)  
 NZ: [www.dyson.co.nz/register](http://www.dyson.co.nz/register)

**REGISTER BY PHONE** 

Call our dedicated Helpline.

AU: 1800 239 766  
 NZ: 0800 397 667

**REGISTER BY MAIL** 

Complete and return the form to Dyson in the envelope supplied.

