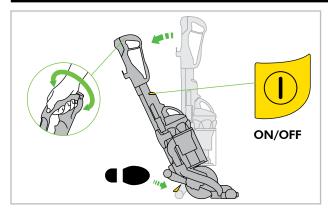
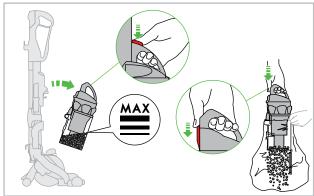


OPERATING MANUAL

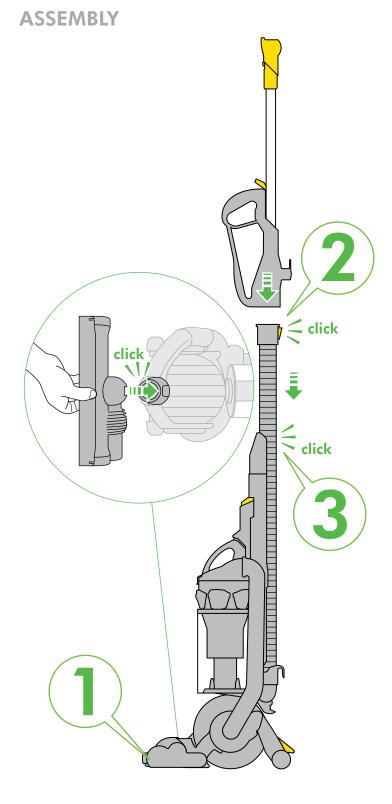
DC 25











Your Dyson vacuum cleaner will be covered for parts and labour for 2 years from the date of purchase, as detailed in the terms of the Dyson guarantee on page 9 of this Dyson Operating Manual.

If you have a guery about your Dyson vacuum cleaner, call the Dyson Customer Care Helpline with your serial number and details of where and when you bought the vacuum cleaner. Your serial number can be found on the main body of the vacuum cleaner behind the clear bin.

Most queries can be solved over the phone by one of our Dyson Customer Care Helpline staff (details below).

Visit our website to register your Dyson full parts and labour guarantee online (Australia and New Zealand only).

AU: www.dyson.com.au/register NZ: www.dyson.co.nz/register

Note your serial number for future reference



This illustration is for example purposes only

3 EASY WAYS TO REGISTER YOUR DYSON 2 YEAR GUARANTEE



Visit our website to register your Dyson full parts and labour guarantee online (Australia and New Zealand only).

AU: www.dyson.com.au/register NZ: www.dyson.co.nz/register





IMPORTANT SAFETY PRECAUTIONS

READ ALL INSTRUCTIONS BEFORE USING THIS APPLIANCE

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

▲ WARNING

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

- Do not leave the Dyson vacuum when plugged in. Unplug from socket when not in use and before servicing
- Do not use outdoors or on wet surfaces. Suitable for dry locations only. Do not use to pick up water.
- 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 Dyson vacuum.
- This Dyson vacuum is not intended for use by young children or infirm persons with reduced physical, sensory or reasoning capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction by a responsible person concerning use of the Dyson vacuum to ensure that they can use the Dyson vacuum safely.
- Use only as described in this manual. Use only Dyson recommended accessories and replacement parts. Do not carry out any maintenance other than that shown in this manual, or advised by the Dyson Customer Care Helpline. Contact the Dyson Customer Care Helpline when service or repair is required. Do not disassemble the Dyson vacuum as incorrect reassembly may result in an electric shock or fire.
- Do not use with a damaged cable or plug. If the Dyson vacuum is not working as it should, has been dropped, damaged, left outdoors, or dropped into water, do not use and contact the Dyson Customer Care Helpline. If the supply cable is damaged it must be replaced by Dyson, its service agent or similarly qualified person in order to avoid a hazard.
- Do not pull or carry by cable, use cable as a handle, close a door on cable, or pull cable around sharp edges or corners. Do not run the Dyson vacuum over cable. Keep cable away from heated surfaces. To avoid a tripping hazard wind the cable when not in use.
- Do not unplug by pulling on the cable. To unplug, grasp the plug, not the cable.
- Do not handle the plug or Dyson vacuum with wet hands.
- Do not put any object into openings. Do not use with any opening blocked; keep free of dust, lint, hair, and anything
- 11. Keep hair, loose clothing, fingers, and all parts of 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.
- Turn off all controls before unplugging.
- Use extra care when cleaning on stairs. Do not work with the Dyson vacuum above you on the stairs.
- 14. Do not use to pick up flammable or combustible liquids, such as gasoline, or use in areas where they or their vapours may be present.
- Do not pick up anything that is burning or smoking, such as cigarettes, matches, or hot ashes.
- Do not use without the clear bin and filters in place.
- The use of an extension cable is not recommended.

READ AND SAVE THESE INSTRUCTIONS

THIS DYSON VACUUM IS INTENDED FOR HOUSEHOLD USE ONLY



Do not store nea









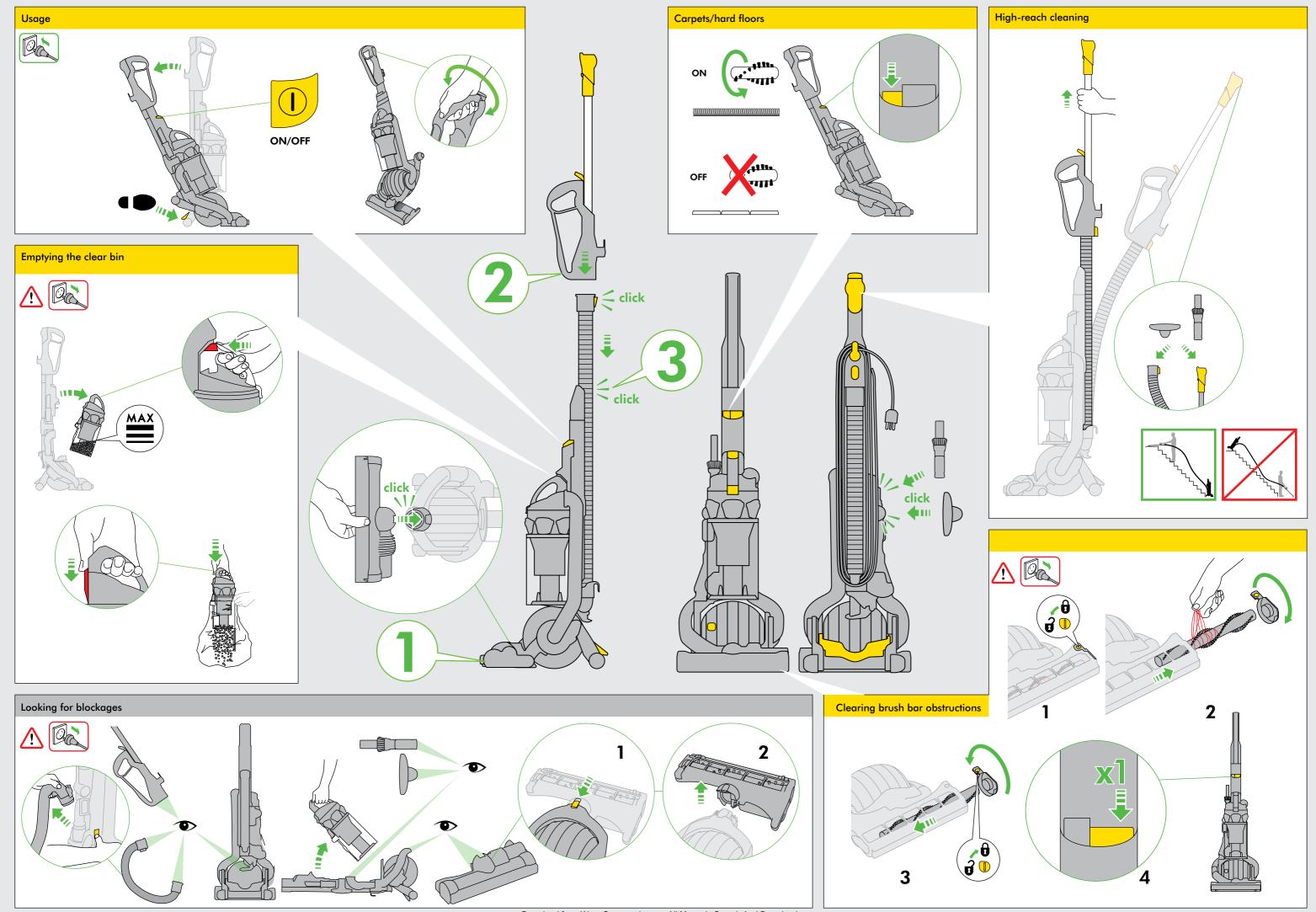






Do not use above

near the brush ba when the vacuum



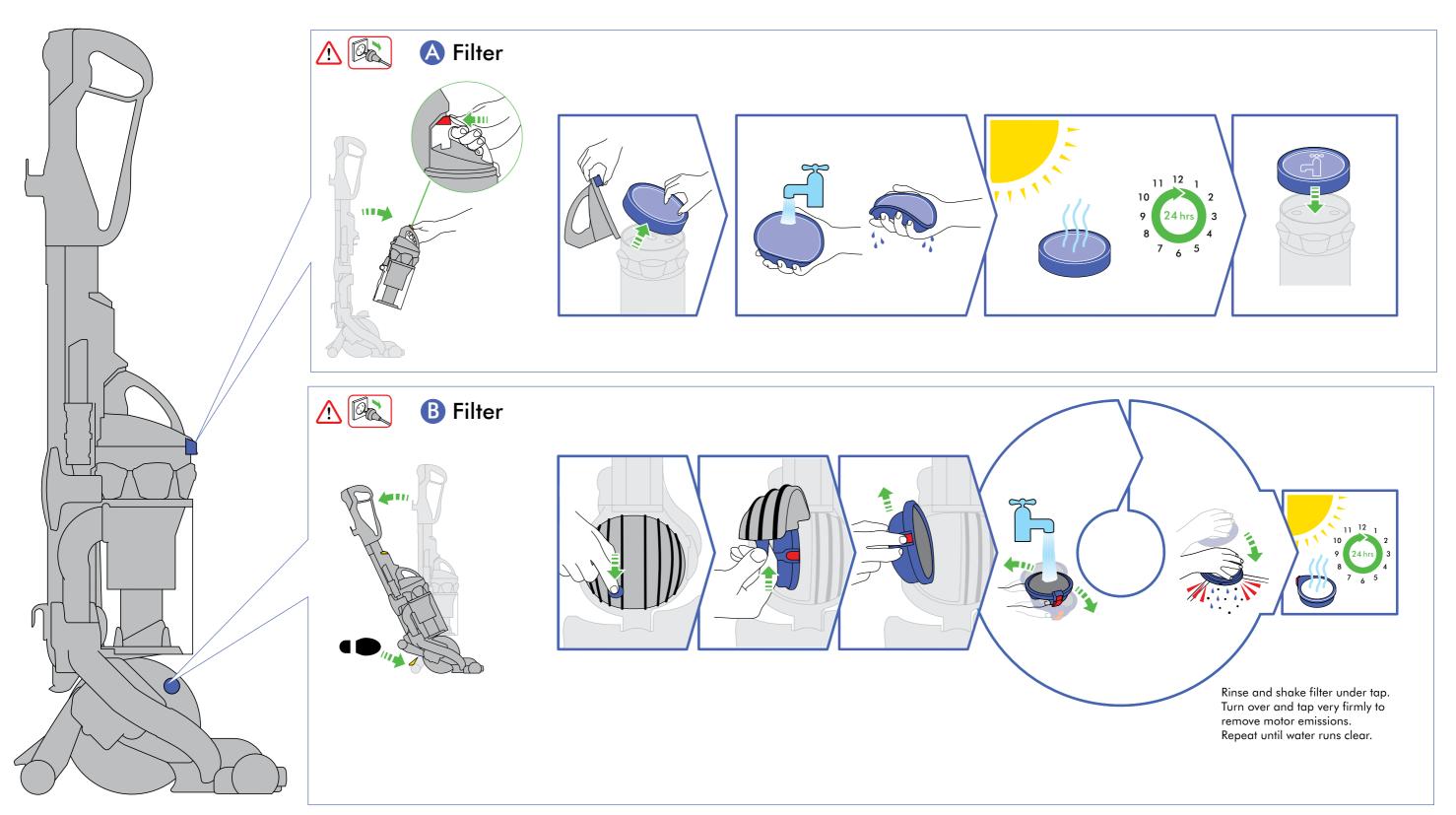
IMPORTANT!

WASH FILTERS



Wash filters with cold water regularly or as required.

Register for a filter wash reminder by email (Australia only): customercare@dyson.com.au





ASSEMBLY

Lie vacuum cleaner flat and push on cleaner head until it clicks. Stand vacuum up straight, insert wand into hose and push into place until it clicks. Attach tool to the side of the vacuum cleaner

USING YOUR DYSON VACUUM CLEANER

Press foot pedal and recline handle to use. The stabiliser stand will automatically lift up. To switch 'ON', press power button in front of handle. When finished cleaning, push vacuum cleaner into an upright position and stabiliser wheels will automatically drop. Use the carrying handle to carry the vacuum cleaner.



CAUTION:

- When returning to the upright position, ensure that the stabiliser wheels are fully engaged before releasing the cleaner.
- Do not press the cyclone release button while carrying the vacuum cleaner or it could fall and cause injury.

PLEASE NOTE:

- Fine dust such as plaster or flour should only be vacuumed in very small
- Do not use the vacuum cleaner to pick up sharp hard objects, such as small toys, pins, paper clips etc.
- Consult your flooring manufacturer's recommended instructions before vacuuming and caring for your flooring, rugs and carpets. Some carpets will fuzz if a rotating brush bar is used when vacuuming. If this is the case, we recommend vacuuming in hard floors mode and consulting with your flooring manufacturer. (Refer to carpets/hard floors section.)
- If used in a garage when cleaning the car, care should be taken to wipe the soleplate and wheels with a dry cloth after vacuuming to clean off any sand, dirt or pebbles which could damage delicate floors.
- When vacuuming, certain carpets may generate small static charges in the clear bin. These are entirely harmless and not associated with the main supply. To minimise any effect from this, do not put your hand or insert any object into the clear bin unless you have emptied it and rinsed it out with cold water.
- Only use parts recommended by Dyson; failure to do so could invalidate your guarantee.
- Do not use any lubricants, cleaning agents, polishes or air fresheners on any part of the Dyson vacuum.
- This Dyson vacuum is fitted with a thermal cut-out. If any part of the Dyson vacuum becomes blocked the machine may overheat and automatically shut off. If this happens, switch off and unplug the Dyson vacuum and allow to cool before attempting to check filters or for blockages. Clear any blockages before
- Store the vacuum cleaner indoors. Do not use or store this vacuum cleaner below 0°C (32°F). Ensure that the vacuum cleaner is at room temperature

CARPETS/HARD FLOORS

The brush bar will always default to 'ON' (spinning) each time you switch on the vacuum cleaner and recline it for cleaning. The brush bar will automatically stop if it becomes obstructed. If the brush bar stops during use, please refer to the 'Clearing brush bar obstructions' section.

To switch the brush bar off (e.g. for hard floors), recline the vacuum cleaner and turn it 'ON', then press the brush bar 'on/off' button – the brush bar will stop

HIGH-REACH CLEANING

⚠

CAUTION:

- Switch 'OFF' the vacuum before changing tools.
- Powerful suction can cause the hose to 'pull back' please take care.
- To avoid personal injury and to prevent the vacuum cleaner from falling when cleaning stairs, do not work with the vacuum above you on the stairs.
- Ensure vacuum is in upright position before using tools.

- To release the wand, open the wand cap and pull the red tube until the wand releases from the vacuum. Tools can be attached to either the hose or wand.
- The brush bar will not rotate when the vacuum is in an upright position.
- Ensure wand cap is closed when not in use.

EMPTYING THE CLEAR BIN

CAUTION:

- Switch 'OFF' and unplug the vacuum cleaner before emptying the clear bin. Empty as soon as the dirt reaches the level of the MAX mark – do not overfill. To remove the clear bin from the vacuum cleaner press the button at rear of carrying handle. To release the dirt, press the red bin release button.
- To minimize dust/allergen contact when emptying, encase base of bin tightly in a plastic bag before trigger releases dirt. Remove bin carefully and seal bag

PLEASE NOTE:

Do not use the vacuum cleaner without the clear bin in place.

CLEANING THE CLEAR BIN

- Do not immerse the whole cyclone in water or pour water into the cyclones.
- Ensure the clear bin is completely dry before replacing.

- Do not use detergents, polishes or air fresheners to clean the clear bin.
- Do not put the bin in a dishwasher

- When vacuuming, certain carpets may generate small static charges in the clear bin. These are entirely harmless and are not associated with the mains supply. To minimise any effect from this, do not put your hand or insert any object into the clear bin unless you have first emptied it and rinsed it out with cold water.
- Clean the shroud with a cloth or dry brush to remove lint and dust.

WASHING YOUR FILTERS

- Switch 'OFF' and unplug the vacuum cleaner before removing the filters.
- Ensure filters are completely dry before refitting into the vacuum cleaner.

- This vacuum cleaner has two filters, located as shown. It is important to check your filters and wash with cold water regularly or as required, according to nstructions, to maintain performance.
- The filter in the ball should be rinsed and tapped out until the water runs clean, then tapped out again to ensure all excess water is removed. Please leave to dry completely for 24 hours
- It is normal for the filter in the ball to turn grey in colour. The filters may require more frequent washing if vacuuming fine dust.
- Do not use detergents to clean the filters.
- Do not put the filters in a dishwasher, washing machine, tumble dryer, oven, microwave or near a naked flame.
- Register for a filter wash reminder by email (Australia only); customercare@dvson.com.au

LOOKING FOR BLOCKAGES

- Switch 'OFF' and unplug the vacuum cleaner before checking for blockages. Please ensure vacuum cleaner is upright before removing hose or airway
- Beware of sharp objects when clearing blockages.
- Refit all parts of the vacuum cleaner securely before using

PLEASE NOTE:

Clearing blockages is not covered by your vacuum cleaner's limited augrantee If any part of your vacuum cleaner becomes blocked, it may overheat and then automatically shut off. Unplug the vacuum cleaner and leave to cool down. Clear blockage before restarting.

CLEARING BRUSH BAR OBSTRUCTIONS

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Switch off and unplug the vacuum cleaner before clearing brush bar obstructions. Failure to do so could result in personal injury. If your brush bar is obstructed, it may shut off. If this happens you will need to remove the brush bar as shown and clear any obstructing debris.

AUSTRALIAN CONSUMER LAW

The details of the Dyson guarantee are set out below. In addition to your rights under the Dyson guarantee, we also provide the following statement as required by the Australian Consumer Law: In Australia, your Dyson vacuum cleaner comes with statutory 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 vacuum cleaner repaired or replaced if it fails to be of acceptable auality and the failure does not amount to a major failure.

DYSON 2 YEAR GUARANTEE TERMS AND CONDITIONS

Terms and conditions of your Dyson 2 year guarantee.

- The Dyson guarantee becomes effective from the date of purchase.
- All work will be carried out by Dyson Appliances (Aust) Pty Ltd., Avery Robinson Ltd. (NZ), Singapore's authorised agent - Service @Home Pte Ltd., Indonesia's authorised agent - PT Higienis Indonesia or their authorised agents.
- Any parts replaced will become the property of Dyson Appliances (Aust) Pty Ltd., Avery Robinson Ltd. (NZ), Dyson Singapore Pte Ltd. or PT Higienis Indone
- The repair and replacement of your Dyson vacuum cleaner under Dyson guarantee will not extend the Dyson guarantee period.
- The Dyson guarantee provides benefits which are additional to and do not affect your statutory rights and remedies as a consumer.
- You must provide proof of (both original and any subsequent) delivery/purchase before any work can be carried out on your Dyson vacuum cleaner. Without this proof, any work carried out pursuant to the Dyson avarantee and any associated delivery charges (both to and from us) will be at your cost, subject to your statutory rights and remedies as a consumer. Please keep your receipt or

WHAT IS COVERED

- Your Dyson guarantee covers:
- The repair or replacement of your Dyson vacuum cleaner if your Dyson vacuum cleaner is found to be defective due to faulty materials, workmanship or function within 2 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).
- Use of the Dyson vacuum cleaner in the country of purchase.

WHAT IS NOT COVERED

Under your Dyson guarantee, Dyson shall not be liable for costs of repair or replacement of a product incurred as a result of:

- Normal wear and tear (e.g. fuse, belt, brush bar, batteries etc).
- Industrial use of the Dyson vacuum cleaner such as vacuuming gyprock dust or builders dust. This may void your Dyson guarantee.
- Accidental damage, faults caused by negligent use or care, neglect, careless operation or handling of the Dyson vacuum cleaner which is not in accordance with this Dyson Operating Manual.
- Blockages please refer to this Dyson Operating Manual for details of how to unblock your Dyson vacuum cleaner.
- Use of the Dyson vacuum cleaner for anything other than normal domestic household purposes in the country of purchase Use of parts not assembled or installed in accordance with the instructions
- Use of parts and accessories other than those produced or recommended by Dyson
- Damage from external sources such as transit, weather, electrical outages or power surges.
- Failures caused by circumstances outside Dyson's control.
- Repairs or alterations carried out by parties other than Dyson or its

If your Dyson guarantee does not apply, you may have statutory rights and remedies available to you as a consume

If you are in any doubt as to what is covered by your Dyson guarantee, please call the Dyson Customer Care Helpline on:

Australia 1800 239 766 New Zealand 0800 397 667

Singapore 7000 435 7546

Indonesia 021 707 39766

Remember: Always disconnect plug from mains before inspecting for problems.

- If your Dyson vacuum cleaner will not operate, first check mains socket has electricity supply and the plug is properly inserted into the socket.
- Sucking up certain items such as stockings, clippings of cloth, sizeable pieces of paper etc may block the hose or ducts. Should a blockage occur, refer to the 'Looking for blockages' section in this Dyson Operating Manual (see pages 4, 5 and 8).
- Never pick up hot cinders or lit cigarette ends.
- Do not attempt to pick up water with your Dyson vacuum cleaner. It has not been designed as a wet pick-up cleane

REGISTERING YOUR DYSON GUARANTEE

To help us ensure you receive prompt and efficient service, please register as a Dyson vacuum cleaner owner. There are three ways to do this: Online (Australia and New Zealand only)

- AU: www.dyson.com.au/register
- NZ: www.dyson.co.nz/register By calling the Dyson Customer Care Helpline.
- By completing and returning the enclosed form to us by mail.

This will confirm ownership of your Dyson vacuum cleaner in the event of an insurance loss, and enable us to contact you if necessary

DYSON CUSTOMER CARE

THANK YOU FOR CHOOSING TO BUY A DYSON VACUUM CLEANER

- If you have a guery about your Dyson vacuum cleaner, call the Dyson Customer Care Helpline and auote your serial number, or contact us via the website. Your serial number can be found on the main body of the Dyson vacuum cleaner behind the clear bin.
- Most queries can be solved over the phone by one of our Dyson Customer Care Helpline staff.
- If your Dyson vacuum cleaner needs a service, call the Dyson Customer Care Helpline so we can discuss the available options.
- To enable us to carry out work on your Dyson vacuum cleaner please contact the Dyson Customer Care Helpline to obtain a reply paid delivery address in your state (available in Australia only).
- If your vacuum cleaner is under Dyson guarantee and the repair or replacement is covered, it will be repaired or replaced at no cost. If the repair or replacement is found not to be covered under the Dyson guarantee, the repair or replacement of the vacuum cleaner and any associated delivery charges (both to and from us) will be at your cost, subject to your statutory rights and remedies as a consumer

DYSON CUSTOMER CARE DETAILS

If there are any queries, please call the Dyson Customer Care Helpline. AU: 1800 239 766

(Mon-Fri 8:00am to 6:00pm EST, Sat-Sun 8:30am to 4:00pm EST) www.dvson.com.au

NZ: 0800 397 667 (Mon-Fri 8:30am to 5:00pm) www.dyson.co.nz

SG: 7000 435 7546 (Mon-Fri 9:00am to 6:00pm)

ID: 021 707 39766 (Mon-Fri 9:00am to 5:00pm)

www.dyson.co.id **ABOUT YOUR PRIVACY**

Dyson may use your information provided for future marketing and research purposes (including sending commercial electronic messages) and may disclose it to third parties for the purposes of providing the services you have requested, or to our business partners or professional advisers. If you wish to access your personal information or see our full privacy policy, please contact us at customercare@dvson.com.au

DISPOSAL INFORMATION

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

When your Dyson vacuum cleaner reaches the end of its life, we are responsible for its safe disposal. You can send your old Dyson vacuum cleaner 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 3rd party suppliers. Available in Australia only.

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

Dyson We Recycle Reply Paid 83215

Dyson Service Centre Unit 6 & 7, 7-11 Parraweena Rd Taren Point, NSW 2229

PRODUCT INFORMATION

Please note: Small details may vary from those shown

IMPORTANT! WASH FILTERS



Wash your filter with cold water regularly or as required.

Register for a filter wash reminder by email (Australia only): customercare@dyson.com.au

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Dyson Customer Care

If you have a question about your Dyson vacuum cleaner, call the Dyson Customer Care Helpline with your serial number and details of where and when you bought the vacuum cleaner, or contact us via the Dyson website. The serial number can be found on the main body of the vacuum cleaner behind the clear bin.

AU Dyson Customer Care customercare@dyson.com.au 1800 239 766

Dyson Appliances (Aust) Pty Ltd., PO Box 2835, Taren Point, NSW 2229 Australia www.dyson.com.au

NZ Dyson Customer Care

dyson@averyrobinson.co.nz 0800 397 667 Avery Robinson Ltd., Unit F, 151D Marua Road,

Ellerslie, Auckland, 1051 New Zealand www.dyson.co.nz

SG Dyson Customer Care

singapore@dyson.com 7000 435 7546 Service @ Home Pte. Ltd., 2 Leng Kee Road, #04-09A Thye Hong Centre, Singapore 159086 www.dyson.com.sa

ID Dyson Customer Care service@higienis.com 021 707 39766

PT. Higienis Indonesia, Permata Plaza Top Floor, TF-04, JI, M. H. Thamrin Kav. 57, Jakarta 10350 Indonesia www.dyson.co.id



QUESTIONNAIRE

Please take a few moments to answer our questions. They will help us develop new products for the future. 6 Do you own other Dyson products? 1 This vacuum cleaner is... My first vacuum cleaner (please go to question 3) Handheld A replacement vacuum cleaner Vacuum cleaner Handstick An additional vacuum cleaner Which brand of vacuum cleaner are you replacing or adding 7 What is your average household income? Less than \$45,000 Between \$45,000 - \$74,999 Electrolux Dyson Hoover LG Between \$75,000 - \$100,000 Nilfisk Over \$100,000 Miele Wertheim Volta 8 Do you have any household pets? Other, please specify Dog Cat No Other Why did you choose to buy a Dyson vacuum cleaner? (Please rank in order, 1-5. 1 being the most important). 9 Does anyone in your household suffer from any of the following? Dyson reputation Allergies Asthma Good for pet hair pick-up No No loss of suction Previous experience of Dyson 10 To which age group do you belong? HEPA filter/benefit for asthma and allergy sufferers 16 – 24 25 – 34 Features 45 – 54 35 – 44 Price/special offer 55 – 64 65+ Wanted a bagless cleaner Compact and easy to store 11 Would you recommend a Dyson vacuum cleaner to your family Store staff recommendation Picks up more dust than others and friends? Latest model/technology Reliability/quality Friend/family recommendation 12 Do you have children? Other Pre-school Aged 5-17 years Aged +17 years Children no longer at home 4 Where did you first hear about Dyson? Pregnant No children From friends and family Saw it on the internet 13 Which best describes your house? From TV/a magazine advert (Tick one from each column) Saw it in a store catalogue Own house Up to 2 beds Saw it in a store Rented house 3-4 beds Recommended by salesperson Own apartment/villa More than 4 beds Rented apartment/villa 5 Where did you look for additional information? Share accommodation Dyson website Live with parents Online reviews and forums Talked to retail staff Retail catalogue Didn't do any additional research

THANK YOU FOR YOUR TIME

dyson GUARANTEE FORM

2 year guarantee – plus option to extend to 5 years.

Section 1: Dyson 2 year guarantee

Please complete Section 1 to register as a Dyson machine owner, and return it in the envelope provided. Alternatively, register online and New Zealand only). Serial number Date of purchase Country of purchase ΑU ID Store of purchase Did you purchase an extended warranty from the retailer? Yes No If yes, for what additional period? 2 years 3 vears Title First name Surname Address Postcode email Contact number Dyson may use this information for future marketing and research purposes (including sending commercial electronic messages) and may disclose it to third parties for the purposes of providing the services you have requested or to our business partners or professional advisers. If you wish to access your personal information or see our full privacy policy, please contact us at customercare@dyson.com.au If you do not wish to receive marketing information by these methods from Dyson please tick this box. REGISTER BY PHONE REGISTER ONLINE REGISTER BY MAIL Visit our website to register your Complete and return Call our dedicated Helpline. Dyson full parts and labour guarantee the form to Dyson in the AU 1800 239 766 NZ 0800 397 667 online (Australia and New Zealand only). envelope supplied. 7000 435 7546 ID 021 707 39766 AU: www.dyson.com.au/register NZ: www.dyson.co.nz/register Section 2: Dyson 2+3 year guarantee Increase your Dyson 2 year guarantee cover to 5 years when you purchase an extended guarantee from Dyson (Australia only). This option is just AU\$89.00. Dyson is committed to providing the best Aftersales Service, which is why we offer the option to extend your Dyson 2 year guarantee to 5 years. The ferms of the Dyson 2 year guarantee on page 9 of this Dyson Operating Manual will apply to the Dyson extended guarantee. The Dyson extended guarantee is underwritten by Dyson Appliances (Aust) Pty Ltd. To purchase, just complete the fields below. Send both sections to us, together with your cheque/money order or credit card details, within 2 years of your vacuum cleaner purchase. Offer to purchase the Dyson extended guarantee is only available within $\tilde{2}$ years of customers purchasing their vacuum cleaner. Offer not available to customers who have purchased an extended warranty from a retailer. The Dyson extended guarantee provides benefits which are additional to, and do not affect, your statutory rights and remedies as a consumer. If you decide not to extend your Dyson 2 year guarantee, you may have statutory rights and remedies available to you as a consumer. Cheque/money order made payable to: Dyson Appliances. Credit card Mastercard Card Number Expiry Date Declaration I hereby apply for the Dyson vacuum cleaner extended guarantee in accordance with the terms and conditions of your plan. I confirm the vacuum cleaner is in good working order and used for domestic puposes only and declare that the details on this proposal are true and complete to the best of my knowledge and belief. WARNING Any false statement may Signature Date

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