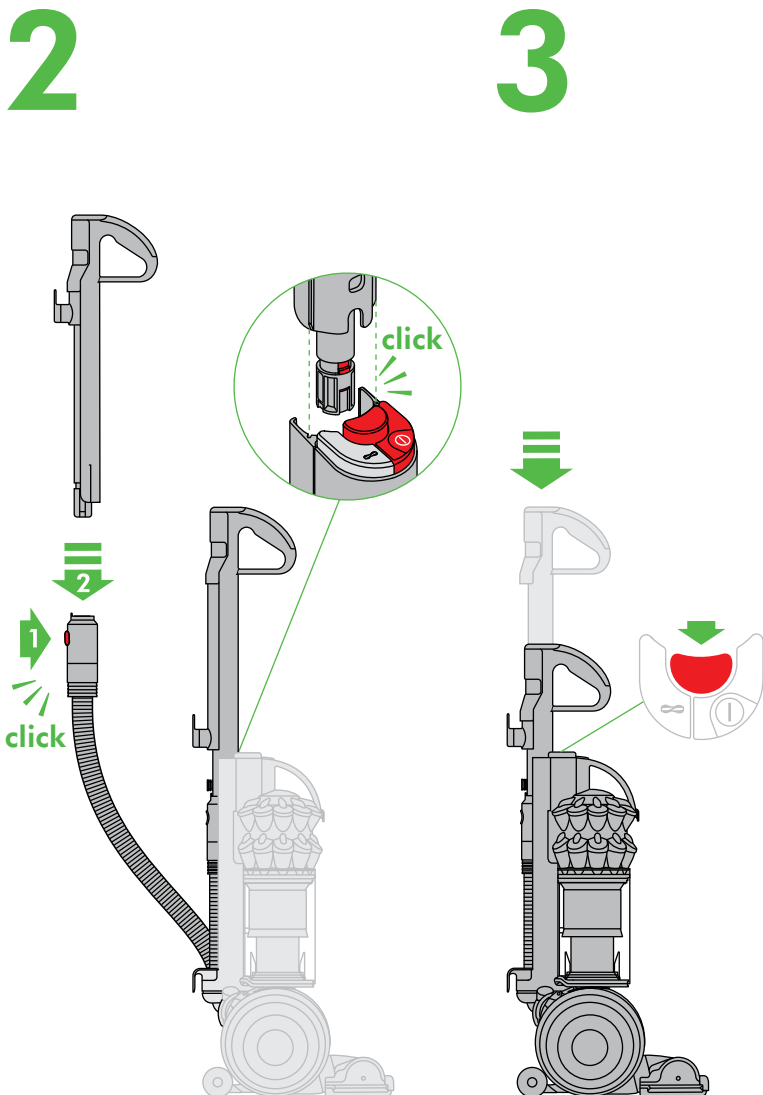
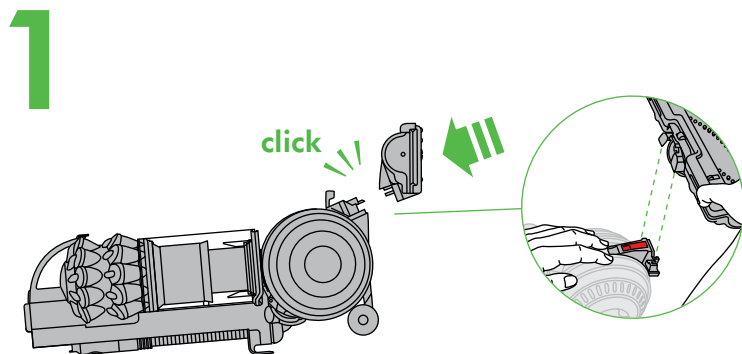
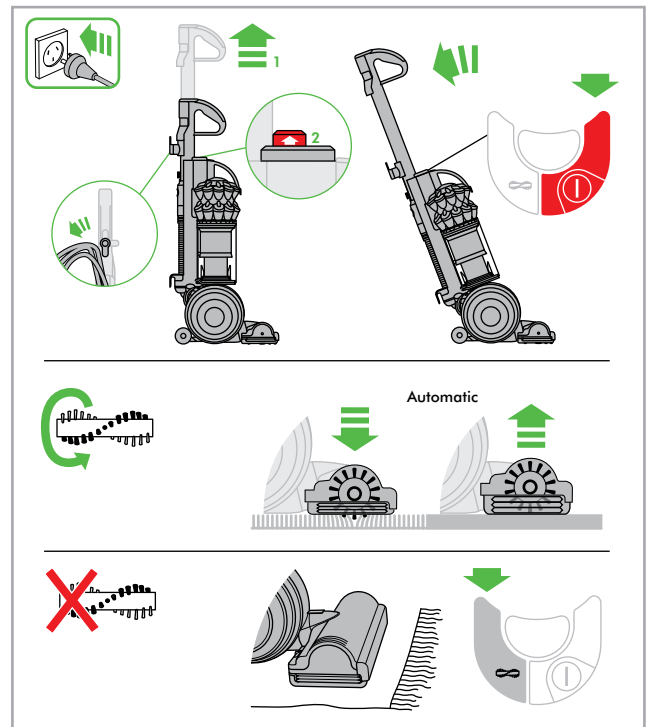


ASSEMBLY



OPERATION



**WASH FILTERS**  
Wash filters with cold water regularly or as required.

**REGISTER  
YOUR DYSON  
2 YEAR  
GUARANTEE  
TODAY**

## DYSON CUSTOMER CARE

THANK YOU FOR CHOOSING  
TO BUY A DYSON APPLIANCE

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

If you have a query about your Dyson appliance, call the Dyson Customer Care Helpline quoting your serial number and details of where and when you bought the appliance. Alternatively, contact us via the website.

Your serial number can be found on your rating plate which is 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.

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

NZ: [www.dyson.co.nz/register](http://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

### 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)

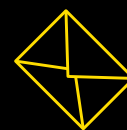
### REGISTER BY PHONE



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.

# 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**

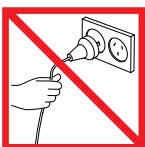
These warnings apply to the appliance, and also where applicable, to all tools, accessories, chargers or mains adaptors.

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

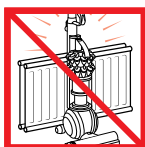
1. This Dyson appliance is not intended for use by young children or infirm persons with reduced physical, sensory or reasoning capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction by a responsible person concerning use of the appliance to ensure that 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 this Dyson Operating Manual. Do not carry out any maintenance other than that shown in this manual, or advised by the Dyson Customer Care Helpline.
4. Suitable for dry locations ONLY. Do not use outdoors or on wet surfaces.
5. Do not handle any part of the plug or appliance with wet hands.
6. Do not use with a damaged cable or plug. 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.
7. If the appliance is not working as it should, has received a sharp blow, has been dropped, damaged, left outdoors, or dropped into water, do not use and contact the Dyson Customer Care Helpline.
8. Contact the Dyson Customer Care Helpline when 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 unplug by pulling on the cable. To unplug, grasp the plug, not the cable. The use of an extension cable is not recommended.
11. Do not use to pick up water.
12. 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.
13. Do not pick up anything that is burning or smoking, such as cigarettes, matches, or hot ashes.
14. 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.
15. 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 airflow.
16. Use only Dyson recommended accessories and replacement parts.
17. To avoid a tripping hazard wind the cable when not in use.
18. Do not use without the clear bin and filters in place.
19. Do not leave the appliance when plugged in. Unplug when not in use and before servicing.
20. Do not pull or carry by the cable or use the cable as a handle.
21. Use extra care when cleaning on stairs. Do not work with the appliance above you on the stairs.
22. Turn off all controls before unplugging. Unplug before connecting any tool or accessory.

## READ AND SAVE THESE INSTRUCTIONS

**THIS DYSON APPLIANCE IS INTENDED FOR HOUSEHOLD USE ONLY**



Do not pull on the cable.



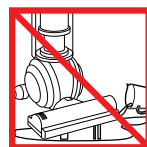
Do not store near heat sources.



Do not use near naked flames.



Do not run over the cable.



Do not pick up water or liquids.



Do not pick up burning objects.

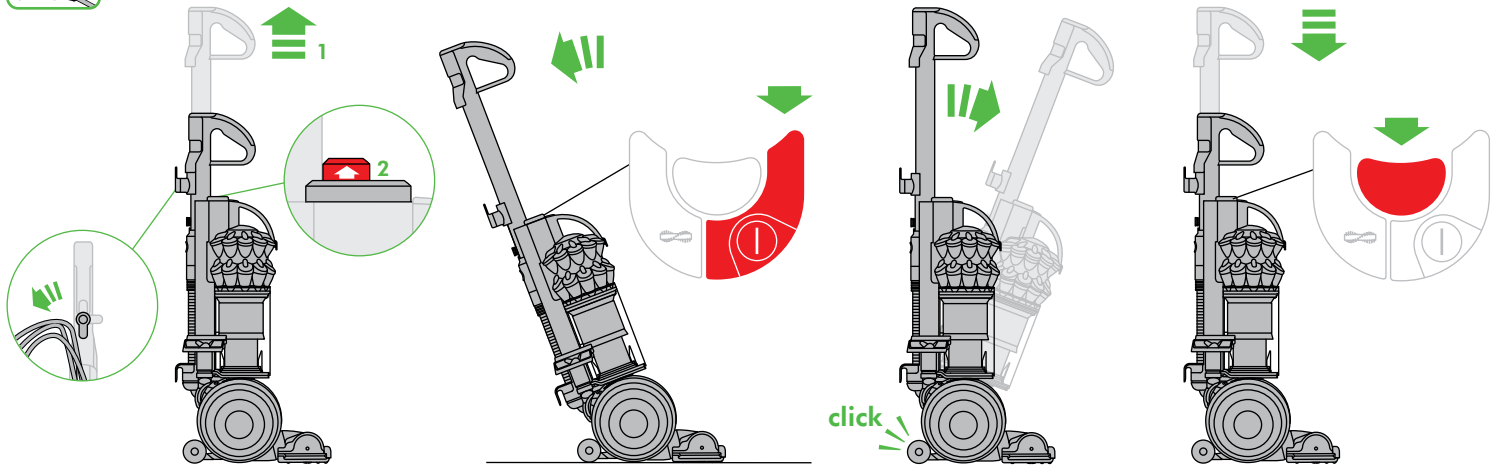


Do not use above you on the stairs.

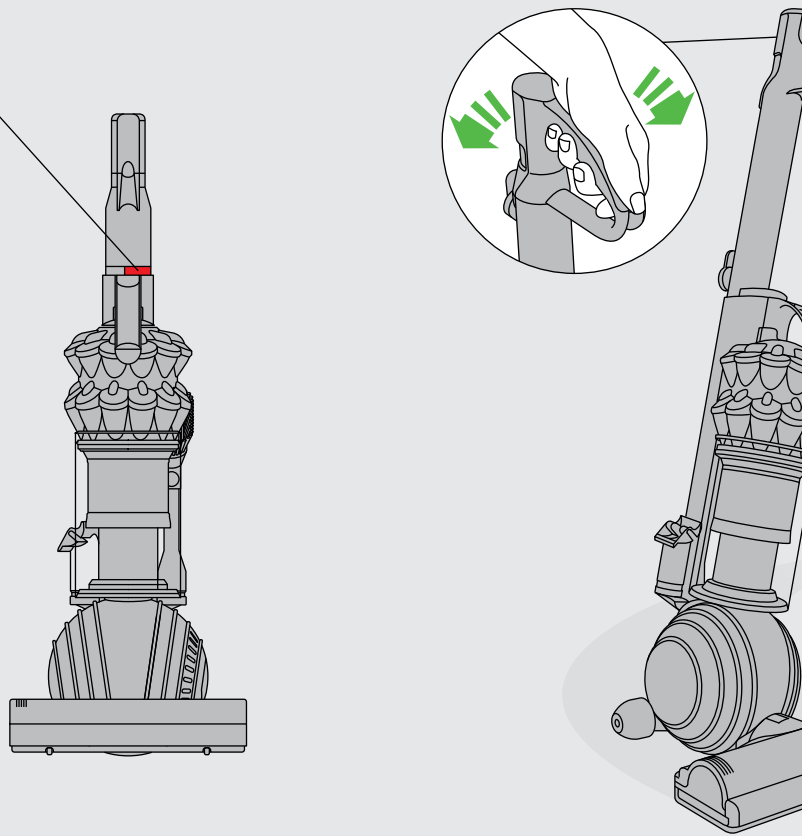
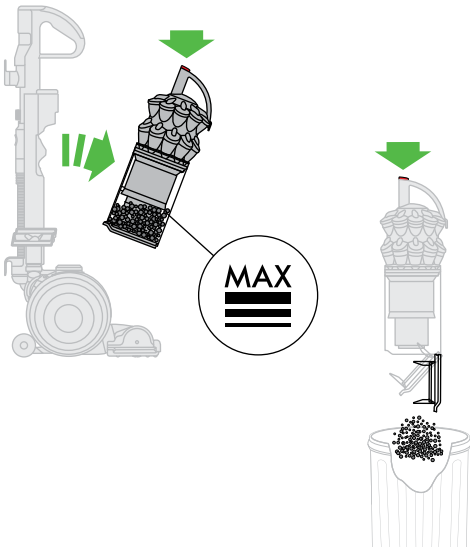


Do not put hands near the brush bar when the appliance is in use.

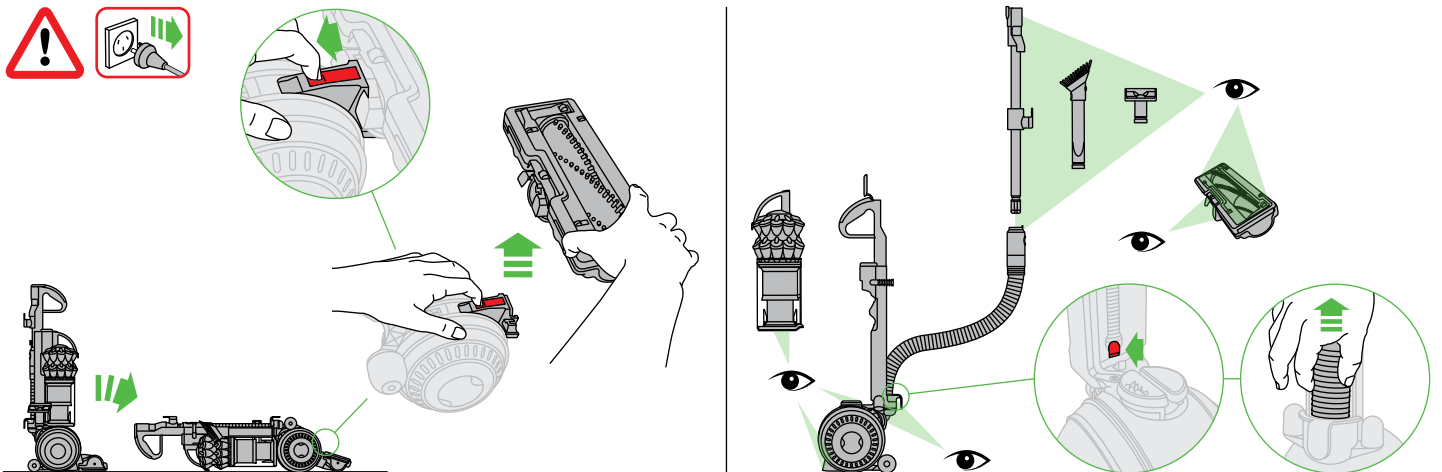
## Operation



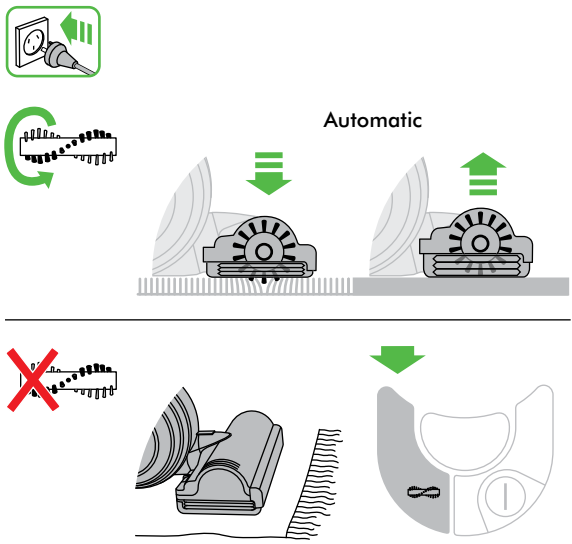
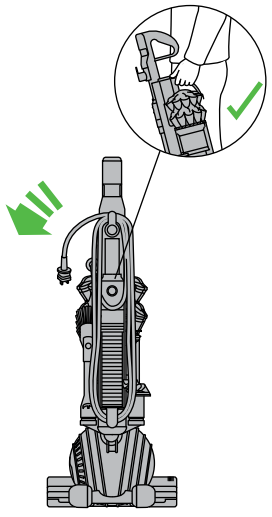
## Emptying the clear bin



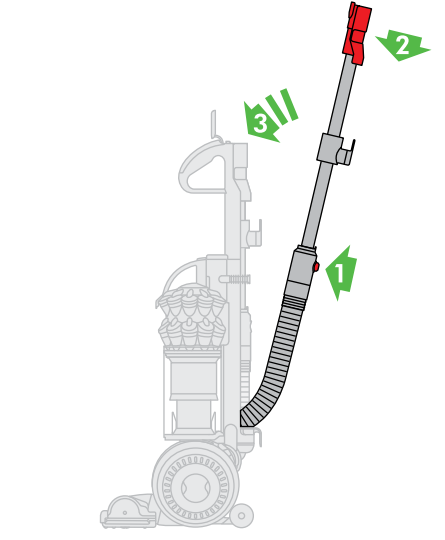
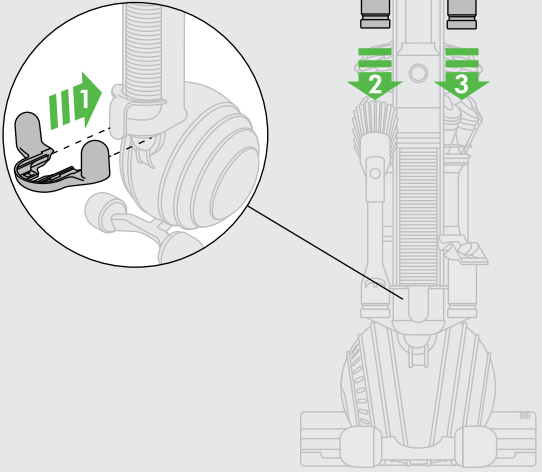
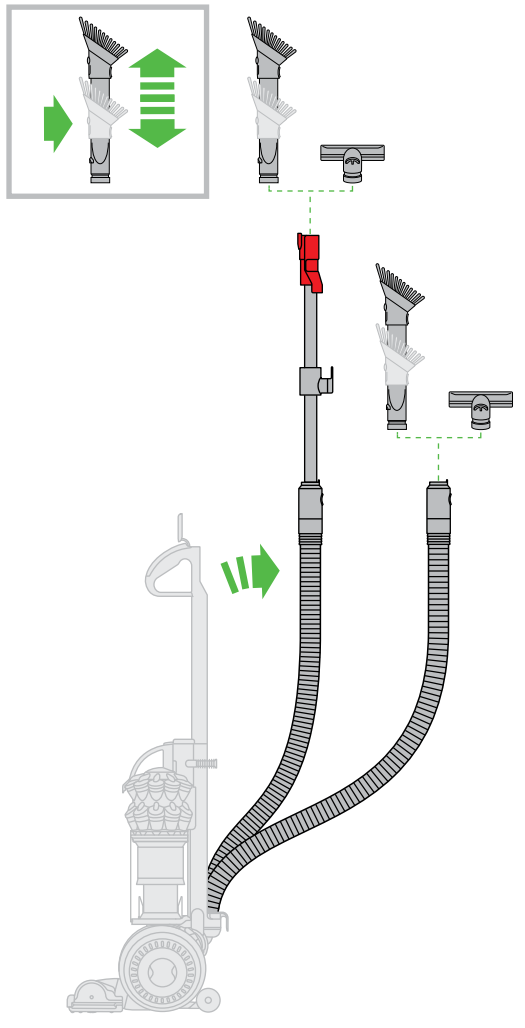
## Looking for blockages



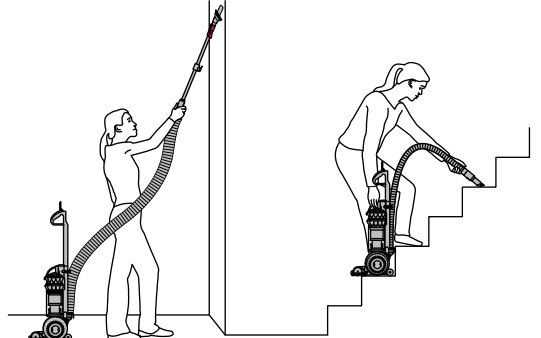
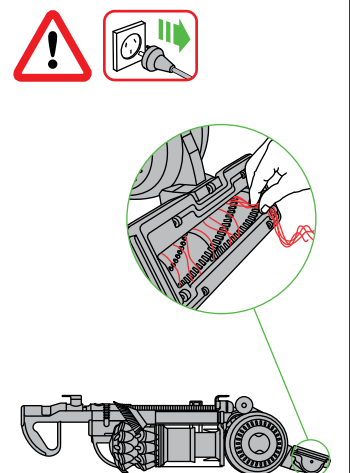
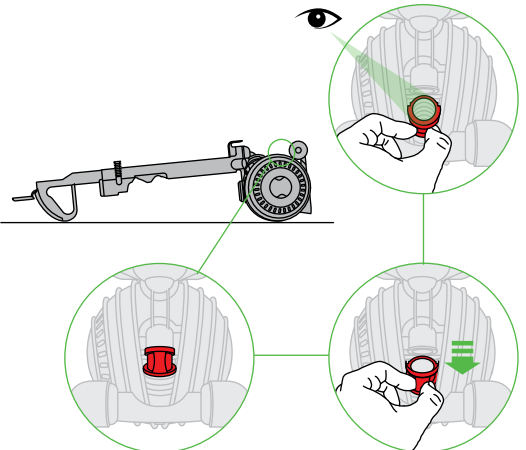
Carpets or hard floors



Attachments

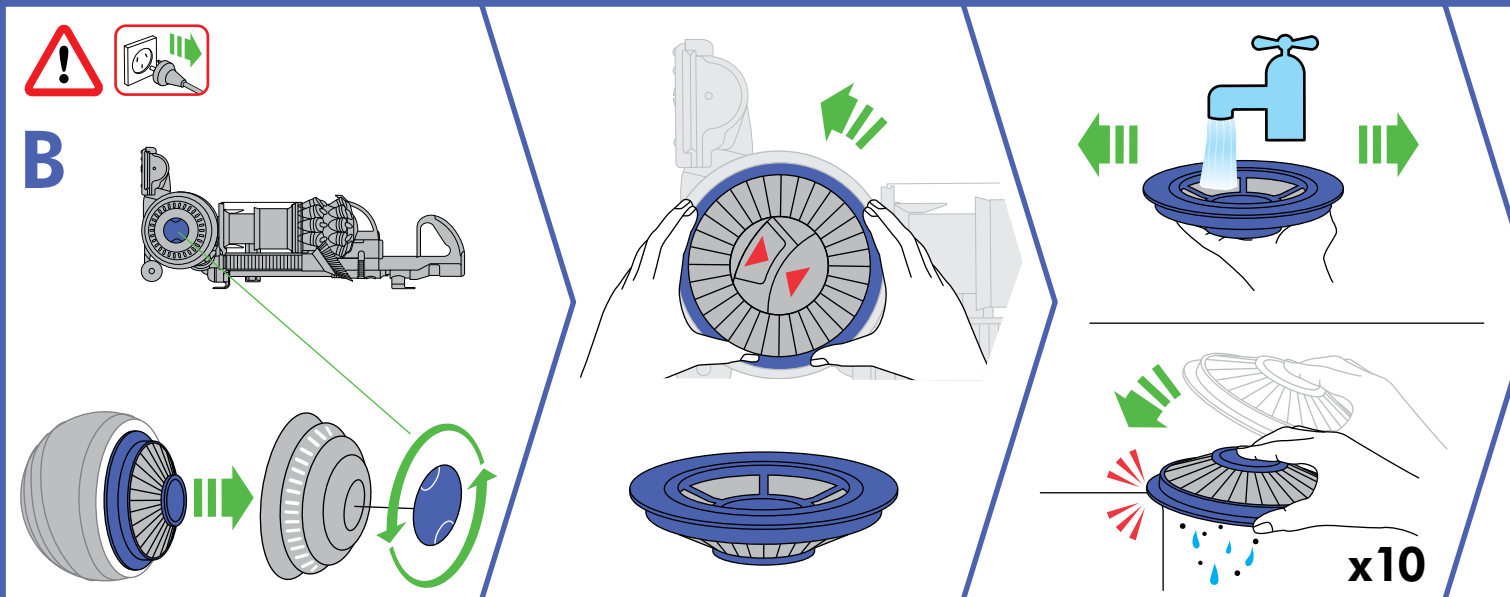
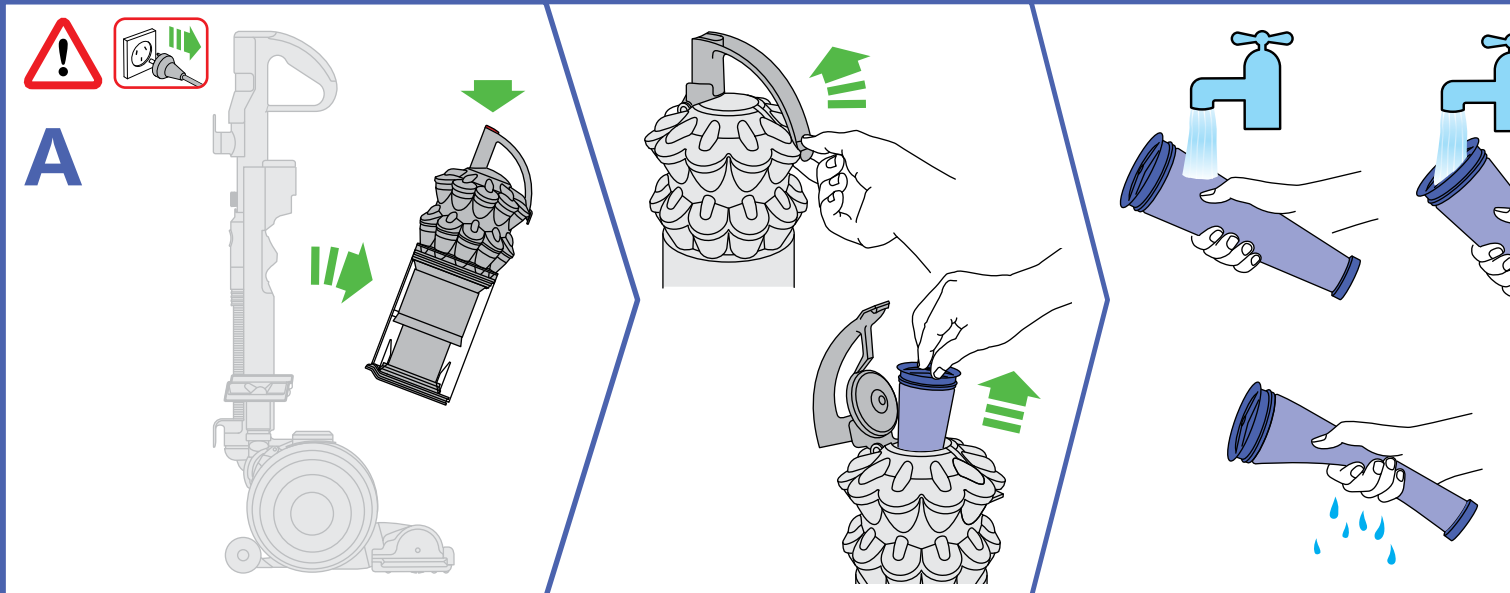


Brush bar - clearing obstructions

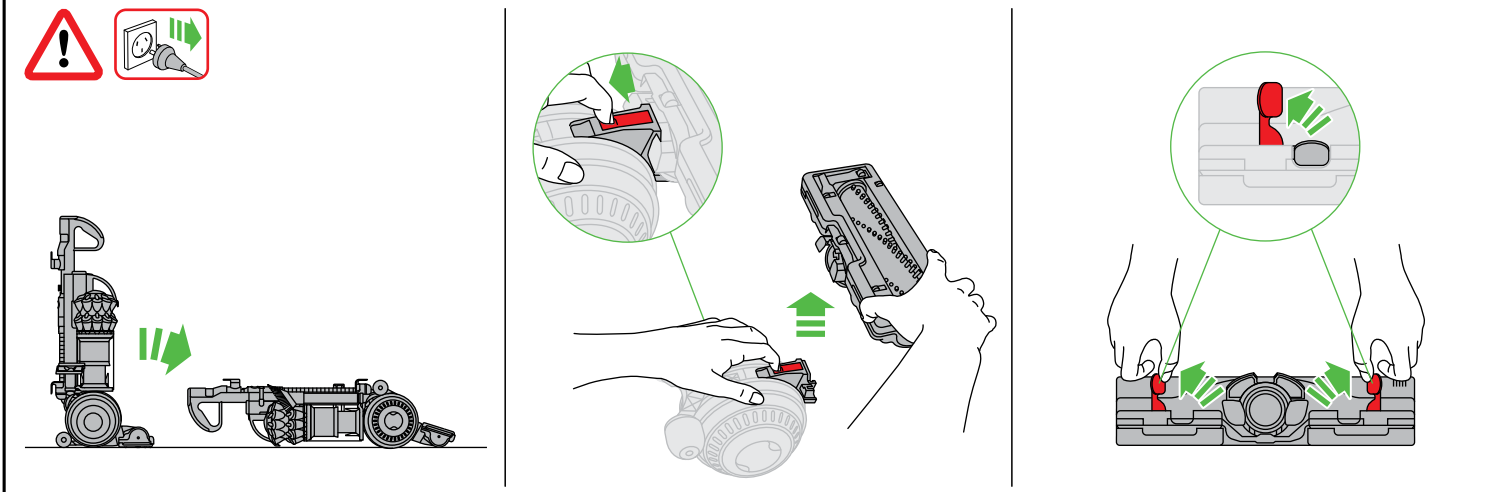


# IMPORTANT!

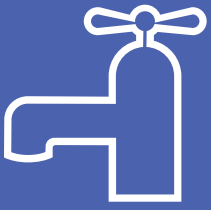
## WASH FILTERS



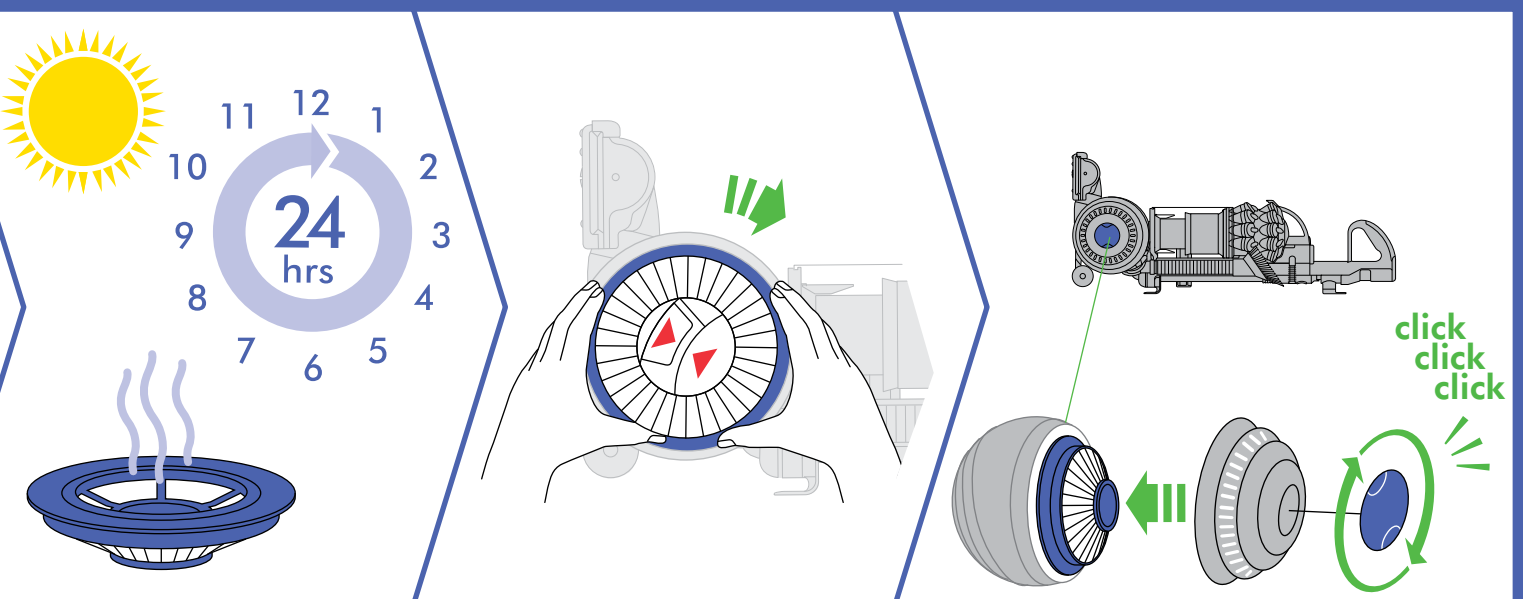
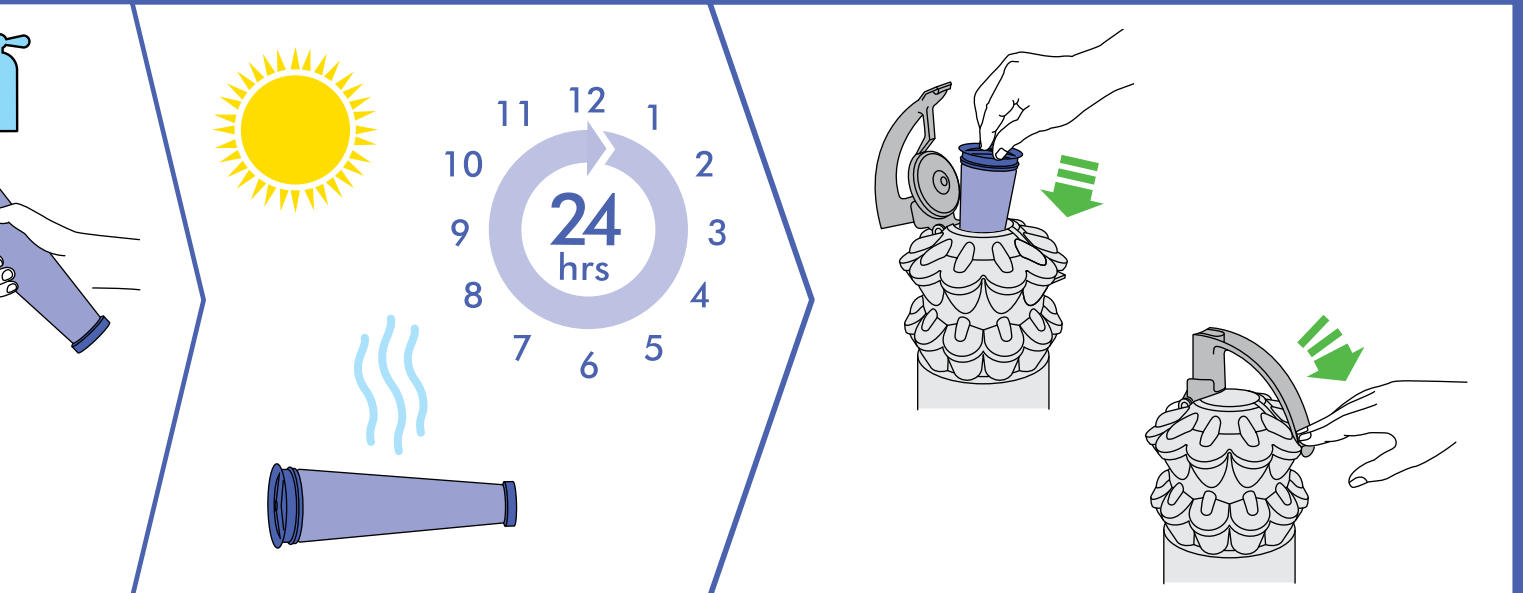
### Base plate disassembly



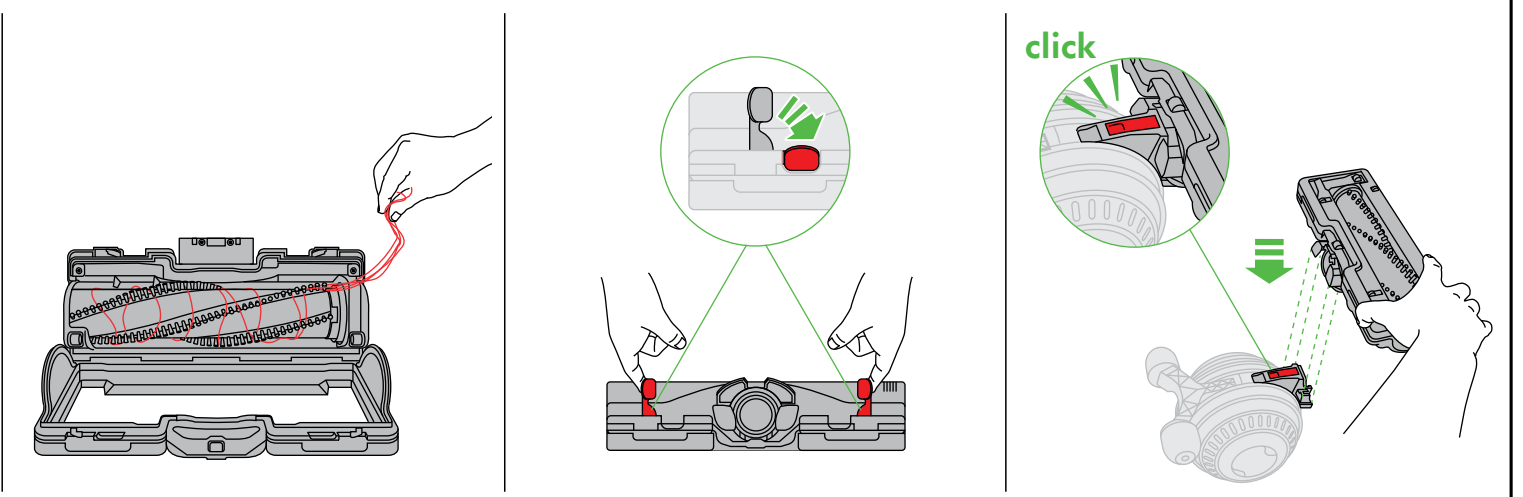




Wash filters with cold water regularly or as required.  
Register for a filter wash reminder by email (Australia only):  
[aucustomer@dyson.com](mailto:aucustomer@dyson.com)



### Base plate reassembly



## USING YOUR DYSON APPLIANCE

PLEASE READ THE 'IMPORTANT SAFETY INSTRUCTIONS' IN THIS DYSON OPERATING MANUAL BEFORE PROCEEDING.

### ASSEMBLY

- Lie the appliance on its back.
- The cleaner head fits onto the connections underneath the front part of the ball. Slide the cleaner head up into the channels either side of the airway. Push firmly: the cleaner head will click into place and the red latch will engage.
- Stand the appliance up straight.
- Place the handle and wand assembly into the grooves in the top of the duct on the appliance.
- Push the red handle release button down. Slide the handle down in the grooves for about 10cm. Let go of the button. Pull up the handle gently until it clicks into place – the red handle release button will pop up.
- Connect the wand and the hose. Make sure they are seated in the recess of the handle.
- Push the red handle release button down whilst pressing the red button on the hose. Slide the handle down into place in the machine. The red handle release button will remain down. This is the storage position.
- Close the wand cap.
- To fit the tool holder, first remove the cyclone and clear bin assembly: release it by pressing the red button at the top of the cyclone.
- Slide the tool holder onto the back of the appliance, just above the ball, as shown. Press the tool holder on with your thumbs, while holding the front of the appliance with your fingers. The fitting is tight, so use a constant, firm pressure. (Please note: The tool holder is not designed to be removed.)
- Refit the cyclone and clear bin unit.
- Attach the tools.
- Wind the cable around the cable hooks. Secure with the clip.

### OPERATION

- Unwind the cable.
- Plug the appliance into the mains electricity supply.
- To use, pull up the handle to extend it. The red handle release button will pop up. Recline the appliance by pulling backwards on the handle.
- To switch 'ON' or 'OFF' press the red power button, located as shown.
- After use, return the appliance to the upright position, pushing it firmly into place. The stabiliser wheels will automatically lower.
- To retract the handle, make sure the hose and wand are seated in the recess of the handle.
- Push the red handle release button down. Slide the handle down into place in the appliance.
- Then unplug the appliance, coil the cable safely and put the appliance away.
- Switch 'OFF' the appliance, unplug and ensure it is upright before:
  - Changing or using tools.
  - Removing the hose or airway inspection parts.
- Use the cyclone carry handle to carry the appliance.
- The wand can be used when the handle is retracted or extended.
- To release the wand, open the wand release cap.
- Pull the wand up and away from the handle.
- In use, the tools can be attached to either the hose or the wand.
- To attach the tools to the hose, press the red release button in the connecting collar and remove the wand from the hose.
- To refit, remove tools and place the wand into the hose until the red button clicks into place.
- Press the red button on the hose. Slide the wand into the hose.
- Make sure the wand and hose are seated in the recess of the handle. The hose must be contracted.
- If the handle is extended, hold the collar with the cable hook on it and slide it down in the recess of the handle – it will click into place. Make sure the top of the wand clicks into place in the top of the handle at the same time. Close the wand cap.
- Press the red handle release button down and slide the handle down into the appliance.
- If the handle is contracted (i.e. in the low storage position), make sure the collar with the cable hook is seated in the recess of the handle. Slide the wand down into the hose so the top of the wand clicks into place in the top of the handle at the same time.
- To watch a short online video visit:
  - AU: [www.dyson.com.au/dc50gettingstarted](http://www.dyson.com.au/dc50gettingstarted)
  - NZ: [www.dyson.co.nz/dc50gettingstarted](http://www.dyson.co.nz/dc50gettingstarted)

### CARPETS OR HARD FLOORS

- The brush bar will always default to 'ON' (spinning) each time you switch the appliance 'ON' and recline it for cleaning.
- The brush bar will not rotate when the appliance is upright.
- To switch the brush bar 'OFF' (e.g. for delicate rugs and delicate flooring):
  - Switch the appliance 'ON'.
  - Recline the appliance.
  - Press the brush bar 'ON/OFF' button – the brush bar will stop spinning.
- The brush bar will automatically stop if it becomes obstructed. See 'Brush bar – clearing obstructions'.
- Before vacuuming your flooring, rugs and carpets, check the manufacturer's recommended cleaning instructions.
- Some carpets may fuzz if a rotating brush bar is used when vacuuming. If this happens, we recommend vacuuming with the brush bar switched 'OFF' and consulting with the flooring manufacturer.
- The brush bar on the appliance may damage some carpet types. If you are unsure, turn 'OFF' the brush bar.

### LOOKING AFTER YOUR DYSON APPLIANCE

- Do not carry out any maintenance or repair work other than that shown in this Dyson Operating Manual, or advised by the Dyson Customer Care Helpline.
- Only use parts recommended by Dyson. If you do not this could invalidate your Dyson guarantee.
- 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.
- Clean the appliance only with a dry cloth. Do not use any lubricants, cleaning agents, polishes or air fresheners on any part of the appliance.
- If used in a garage, always wipe the base plate and ball with a dry cloth after vacuuming to clean off any sand, dirt, or pebbles that could damage delicate floors.

## VACUUMING

- Do not use without the clear bin and filters in place.
- Fine dirt such as flour should only be vacuumed in very small amounts.
- Do not use the appliance to pick up sharp hard objects, small toys, pins, paper clips, etc. They may damage the appliance.
- When vacuuming, certain carpets may generate small static charges in the clear bin or wand. These are harmless and are not associated with the mains electricity 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 (see 'Cleaning the clear bin').
- Powerful suction can cause the hose to 'pull back' – please take care.
- Do not work with the appliance above you on the stairs. When cleaning stairs it is recommended that the handle is not extended and that you use a tool on the end of the hose rather than the wand.
- Do not put the appliance on chairs, tables, etc.
- Before vacuuming highly polished floors, such as wood or lino, first check that the underside of the floor tool and its brushes are free from foreign objects that could cause marking.
- Do not leave the cleaner head in one place on delicate floors.

### EMPTYING THE CLEAR BIN

- Empty as soon as the dirt reaches the level of the MAX mark – do not overfill.
- Switch 'OFF' and unplug before emptying the clear bin.
- To remove the cyclone and clear bin unit, press down on the red button on the top of the carrying handle on the cyclone.
- To release the dirt, press all the way down on the same red button on the top of the carrying handle on the cyclone.
- To minimise dust/allergen contact when emptying, encase the clear bin tightly in a plastic bag and empty.
- Remove the clear bin carefully from the bag.
- Seal the bag tightly, dispose as normal.
- To refit:
  - Ensure the airway in the bin base is clear of dust and dirt.
  - Close the clear bin base so it clicks into place.
  - Push the cyclone and clear bin unit into the main body of the appliance; it will click into place.
  - Ensure the cyclone and clear bin unit is secure.

### WASHING YOUR FILTERS

- Your appliance has two washable filters, located as shown.
- Check and wash the filters regularly or as required to maintain performance.
- Switch 'OFF' and unplug before checking or removing the filters.
- The filters may require more frequent washing if vacuuming fine dust.
- Wash with cold water only. Do not use detergents.
- Do not put the filters in a dishwasher, washing machine, tumble dryer, oven, microwave or near a naked flame.

#### Filter A

- Remove the cyclone and clear bin (instructions above).
- Release the catch on the front of the cyclone handle. Swing the handle back.
- Lift out the filter.
- Wash the filter with cold water only. Do not use detergents. Hold under a tap and run water through the open end until the water runs clear. Turn upside down and tap out.
- Squeeze and twist with both hands to make sure the excess water is removed.
- Run water over the outside of the filter until the water runs clear.
- Squeeze and twist with both hands to make sure the excess water is removed.
- Stand the filter on its wide, open end to dry. Leave to dry completely for a minimum of 24 hours.
- Replace the filter into the cyclone. Swing the handle back into place. Ensure the latch clicks to engage and is secure. Fit the cyclone and clear bin unit onto the appliance (instructions above).

#### Filter B

- Lie the appliance on its side.
- To remove filter B:
  - Turn the blue central locking dial on the outer cover of the ball anti-clockwise until the cover is released.
  - Lift off the cover.
  - Turn the filter one-quarter anti-clockwise to release.
- Wash the filter with cold water only.
- Filter B should be rinsed and tapped out until the water runs clear, then tapped out again to ensure all excess water is removed. (Tap on the plastic rim, not the filter material.) Leave to dry completely for a minimum of 24 hours.
- It is normal for the filter in the ball to turn grey in colour.
- To refit filter B:
  - Refit the filter on to the ball.
  - Secure the filter by turning it clockwise so the white arrows align.
- When refitting the outer cover of the ball, keep turning the central locking dial clockwise. When it starts to click it is locked.
- To watch a short online video visit:
  - AU: [www.dyson.com.au/DC50filterwash](http://www.dyson.com.au/DC50filterwash)
  - NZ: [www.dyson.co.nz/DC50filterwash](http://www.dyson.co.nz/DC50filterwash)

### BLOCKAGES - THERMAL CUT-OUT

- This appliance is fitted with an automatically resetting thermal cut-out.
- Large items may block the tools or wand inlet. If any part becomes blocked the appliance may overheat and automatically cut-out.
- If this happens, follow the instructions below in 'Looking for blockages'.



## LOOKING FOR BLOCKAGES

- Switch 'OFF' and unplug before looking for blockages. Failure to do so could result in personal injury.
- Leave to cool down for 1-2 hours before checking the filters or for blockages.
- Clear any blockage before restarting.
- Look for blockages in the wand, airways and cleaner head.
- To release the hose from the machine, you will need to remove the wand.
- Open the wand release cap.
- Pull the wand up and away from the handle.
- Press the red release button in the connecting collar and remove the wand from the hose.
- Remove the clear bin and cyclone unit. Then release the hose from the appliance by pressing the red tab on the base of the hose – you can see it from the front of the appliance.
- Check for blockages in the hose.
- Beware of sharp objects when checking for blockages.
- To refit the hose, align the guides on the base of the hose with the channels in the neck of the airway. Ensure the red tab faces the front of the appliance. Push the hose on. It will click into place. To refit the wand follow the instructions above in the 'Operation' section.
- To remove the base plate to access an obstruction, see 'Base plate – disassembly/reassembly'.
- To look for blockages in the front airway between the ball and the cleaner head you will need to remove the cleaner head: see 'Base plate – disassembly/reassembly' below on how to do this.
- To look for blockages in the rear airway between the ball and the cleaner head you will need to release the elasticated rear connection. Pull the plastic connector towards you to release from the upper airway. To replace it, pull it a little way out on the horizontal so that it aligns with the upper airway. Gently release it so it pulls itself back into place.
- Beware of sharp objects when checking for blockages.
- Refit all parts securely before using.
- Clearing blockages is not covered by your Dyson guarantee.

## BRUSH BAR – CLEARING OBSTRUCTIONS

- If your brush bar is obstructed, it may shut 'OFF'. If this happens, you will need to remove the blockage.
- Switch 'OFF' and unplug before proceeding. Failure to do so could result in personal injury.
- Beware of sharp objects when clearing obstructions.
- If you still cannot clear the obstruction, please follow the instructions below to remove the base plate. This gives more access to the obstruction. Alternatively, contact a Dyson expert on the Dyson Customer Care Helpline or visit the website. Clearing brush bar obstructions is not covered by your guarantee.

## BRUSH BAR – TROUBLESHOOTING

- If the brush bar has stopped spinning, follow the instructions above on clearing obstructions. Alternatively, contact a Dyson expert on the Dyson Customer Care Helpline or visit the Dyson website.

## BASE PLATE – DISASSEMBLY/REASSEMBLY

- Switch 'OFF' and unplug before proceeding. Failure to do so could result in personal injury.
- Lie the appliance on its front.
- There is a red latch on the connection between the ball and cleaner head. Slide it towards the ball, supporting the appliance as you do so.
- Pull the cleaner head away from the appliance. Use a constant, firm pressure.
- At each end of the cleaner head are two red levers:
  - Pivot the levers up and out towards the end of the cleaner head until they click.
  - Hinge the base plate open.
- Beware of sharp objects when clearing obstructions.
- To refit the base plate, hinge it closed.
- To secure the base plate pivot both levers back into position so they are flush with the surface of the cleaner head.
- Lay the appliance on its back.
- Fit the cleaner head back onto the connections underneath the front part of the ball. Slide the cleaner head up into the channels either side of the airway. Push firmly: the cleaner head will click into place and the red latch will engage.

## 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 appliance 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 appliance repaired or replaced if it fails to be of acceptable quality and the failure does not amount to a major failure.

## DYSON 2 YEAR GUARANTEE

### 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. or Avery Robinson Ltd. (NZ) or their authorised agents.
- Any parts replaced by Dyson or its service agents will become the property of Dyson Appliances (Aust) Pty Ltd. or Avery Robinson Ltd. (NZ).
- The repair or replacement of your Dyson appliance 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 as a consumer.
- You must provide proof of (both the original and any subsequent) delivery/purchase before any work can be carried out on your Dyson appliance. Without this proof, any work carried out pursuant to the Dyson guarantee 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 delivery note.

## WHAT IS COVERED

Your Dyson guarantee covers:

- The repair or replacement of your Dyson appliance if your Dyson appliance 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).
- This Dyson guarantee will only be valid if the appliance is used in the country in which it was sold.

## 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:

- Accidental damage, faults caused by negligent use or care, misuse, neglect, careless operation or handling of the Dyson appliance which is not in accordance with this Dyson Operating Manual.
- Use of the Dyson appliance for anything other than normal domestic purposes in the country of purchase.
- Use of parts not assembled or installed in accordance with the instructions of Dyson.
- Use of parts and accessories other than those produced or recommended by Dyson.
- Repairs or alterations carried out by parties other than Dyson or its authorised agents.
- Damage from external sources such as transit, weather, electrical outages or power surges.
- Failures caused by circumstances outside Dyson's control.
- Blockages – please refer to the illustrations and the section 'Looking for Blockages' in this Dyson Operating Manual for details of how to look for and clear blockages.
- Normal wear and tear (e.g. fuse, brush bar etc.).
- Use of this appliance on rubble, ash, plaster.
- Reduction in battery discharge time due to battery age or use (cordless machines only).
- If your Dyson guarantee does not apply, you may have statutory rights and remedies available to you as a consumer. If your Dyson guarantee does not apply, you may have statutory rights and remedies available to you as a consumer. If you are in any doubt as to what is covered by your Dyson guarantee, please call the Dyson Customer Care Helpline.

## REGISTERING YOUR DYSON GUARANTEE

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

- 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)
- 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 appliance in the event of an insurance loss, and enable us to contact you if necessary.

## DYSON CUSTOMER CARE

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

If you have a query about your Dyson appliance, call the Dyson Customer Care Helpline quoting your serial number and details of where and when you bought the appliance. Alternatively, contact us via the website.

- Most queries can be solved over the phone by one of our Dyson Customer Care Helpline staff.
- If your Dyson appliance needs a service, call the Dyson Customer Care Helpline so we can discuss the available options.
- Your serial number can be found on your rating plate which is behind the clear bin.
- To enable us to carry out work on your appliance, please contact the Dyson Customer Care Helpline to obtain a reply paid delivery address in your state (available in Australia only).

If your Dyson appliance 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 Dyson appliance 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.

## 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 are responsible for 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 3rd 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 to the address below:

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

## ABOUT YOUR PRIVACY

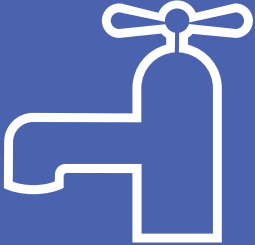
- Dyson may use this information for future marketing and research purposes (including sending commercial electronic messages) and may disclose it to third parties for the purposes of providing the services you have requested or to our business partners or professional advisers.
- If you wish to access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

## PRODUCT INFORMATION

Please note: Small details may vary from those shown.

# IMPORTANT!

## WASH FILTERS



Wash filters with cold water regularly or as required.  
Register for a filter wash reminder by email (Australia only):  
[aucustomercare@dyson.com](mailto:aucustomercare@dyson.com)



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If you have a query about your Dyson appliance, call the Dyson Customer Care Helpline quoting your serial number and details of where and when you bought the appliance. Alternatively, contact us via the website.

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

### DYSON CUSTOMER CARE

#### Australia

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

**Email:** [aucustomercare@dyson.com](mailto:aucustomercare@dyson.com)

**Dyson Customer Care:** 1800 239 766 (Mon-Fri 8:00am to 6:00pm EST, Sat-Sun 8:30am to 4:00pm EST).

**Address:** Dyson Appliances (Aust) Pty Ltd., PO Box 2835, Taren Point, NSW 2229 Australia.

#### New Zealand

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

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

**Dyson Customer Care:** 0800 397 667 (Mon-Fri 8:30am to 5:00pm).

**Address:** Avery Robinson Ltd., Unit F, 151D Marua Road, Ellerslie, Auckland, 1051 New Zealand.



# 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 appliance owner, and return it in the envelope provided. Alternatively, register online.

Serial number		
<input type="text"/>		
Date of purchase	<input type="text"/> / <input type="text"/> / <input type="text"/>	Country of purchase AU <input type="checkbox"/> NZ <input type="checkbox"/>
Store of purchase	<input type="text"/>	
Did you purchase an extended warranty from the retailer?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
If yes, for what additional period?	1 year <input type="checkbox"/>	2 years <input type="checkbox"/> 3 years <input type="checkbox"/>

Title	First name	Surname
<input type="text"/>	<input type="text"/>	<input type="text"/>
Address		
<input type="text"/>		
<input type="text"/>		
<input type="text"/>		
<input type="text"/>		
Postcode		
<input type="text"/>		
email	Contact number	
<input type="text"/>	<input type="text"/>	

### Privacy Act

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

If you wish to receive marketing information by these methods from Dyson please tick this box.

### 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.

## 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 terms 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 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   Visa

Card Number  /  /  /  Expiry Date M/M   Y/Y

### 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 purposes only and declare that the details on this proposal are true and complete to the best of my knowledge and belief.

Signature  Date  /  /  WARNING Any false statement may render this plan invalid

