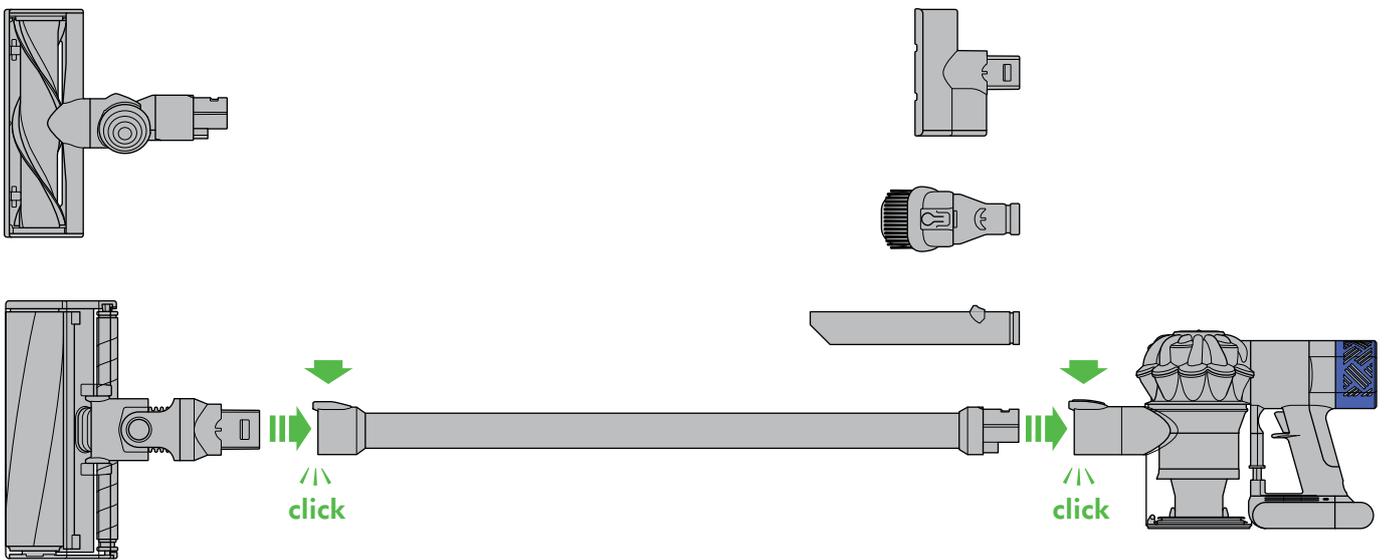


ASSEMBLY



1
month

WASH FILTERS

Wash filters with cold water regularly or as required.

REGISTER YOUR DYSON 2 YEAR GUARANTEE TODAY

3.5 hrs

Charging. **Not charging – too cold/too hot.**

Fully charged. **Not charging – contact Helpline.**

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. Do not use without the clear bin and filters in place.
18. Unplug when not in use for extended periods and before maintenance or servicing.
19. Use extra care when cleaning on stairs.
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. Use only Dyson chargers for charging this Dyson appliance. Use only Dyson batteries: other types of batteries may burst, causing injury to persons and damage.
22. Do not incinerate this appliance even if it is severely damaged. The battery may explode in a fire.
23. Always turn 'OFF' the appliance before connecting or disconnecting the motorised brush bar.

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.



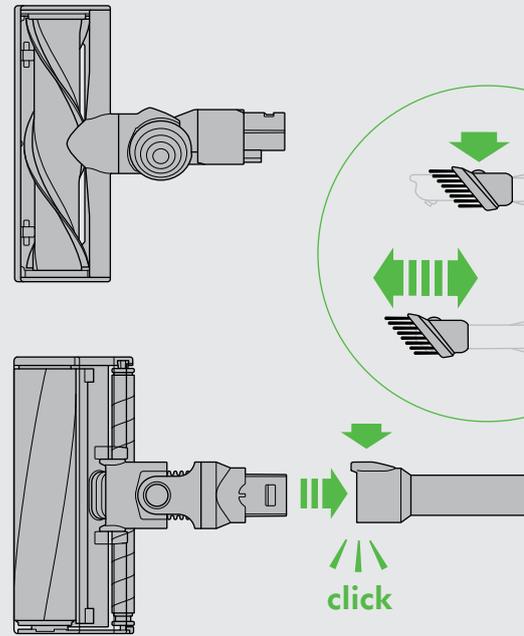
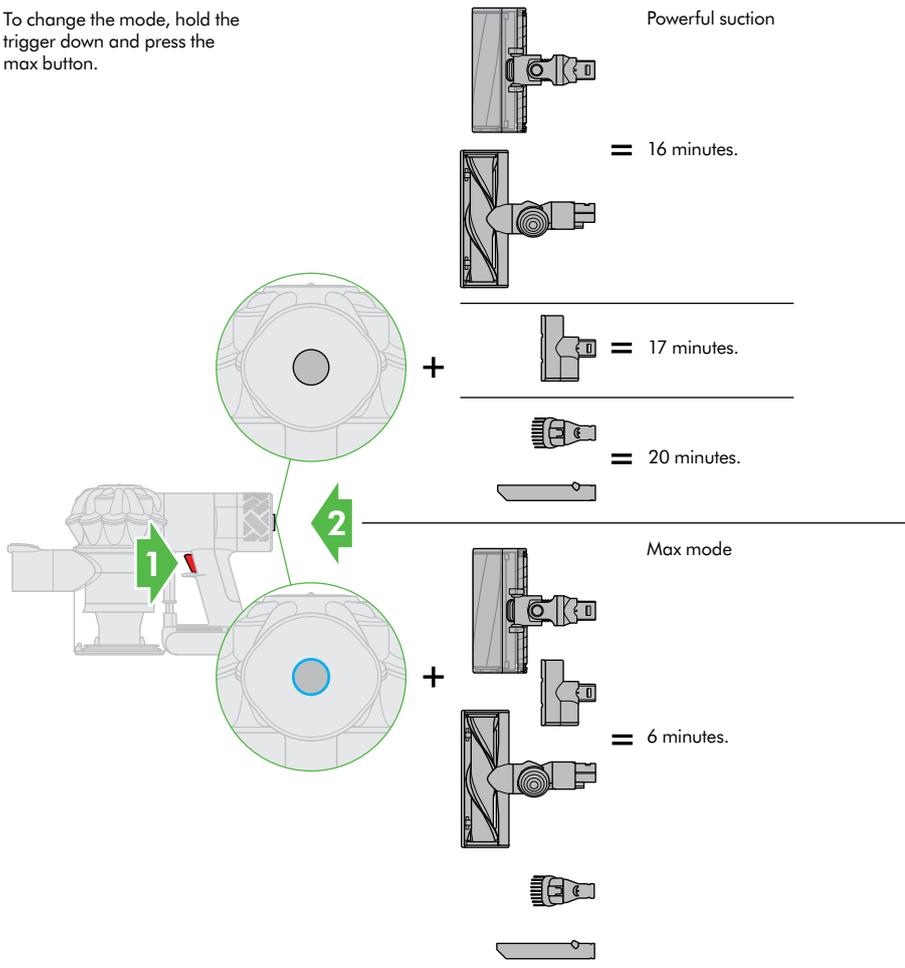
Do not pick up burning objects.



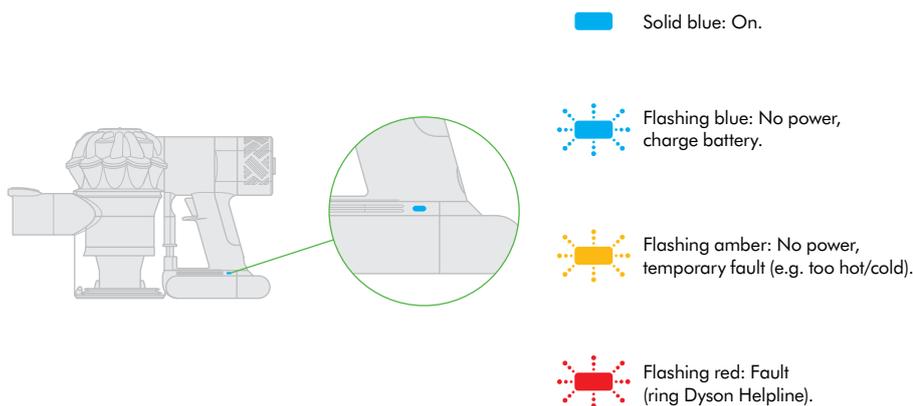
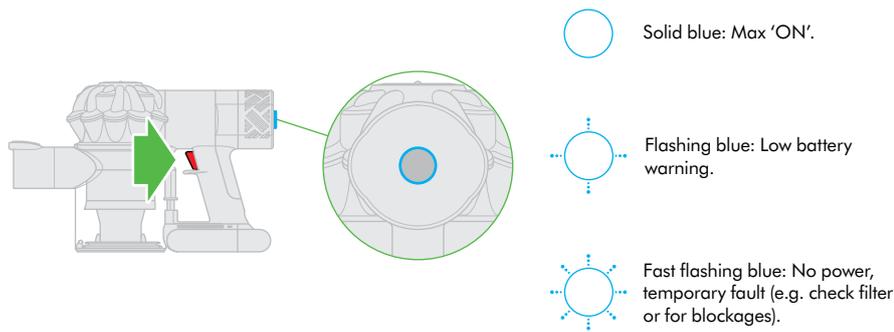
Do not put hands near the brush bar when the appliance is in use.

Power mode and run-time

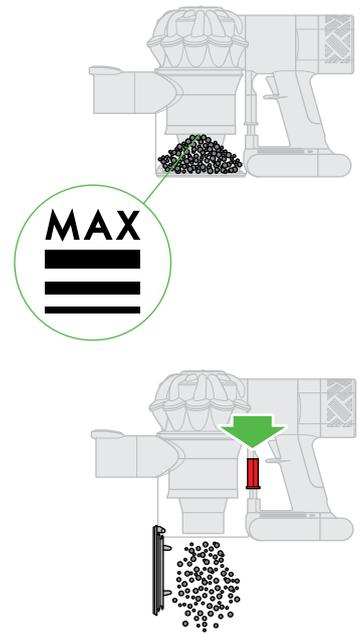
To change the mode, hold the trigger down and press the max button.



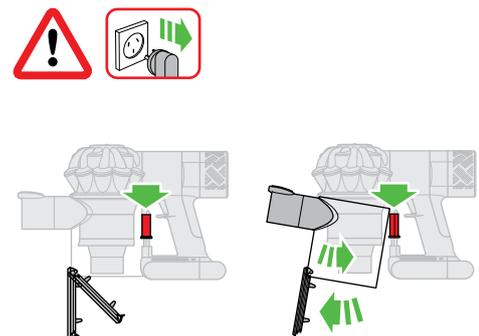
Diagnostics – main body and battery.

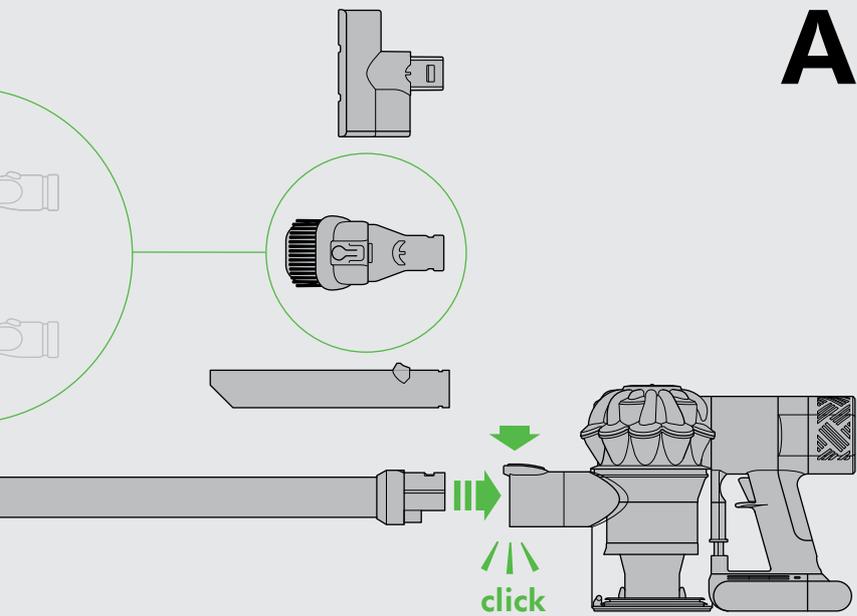


Emptying the clear bin

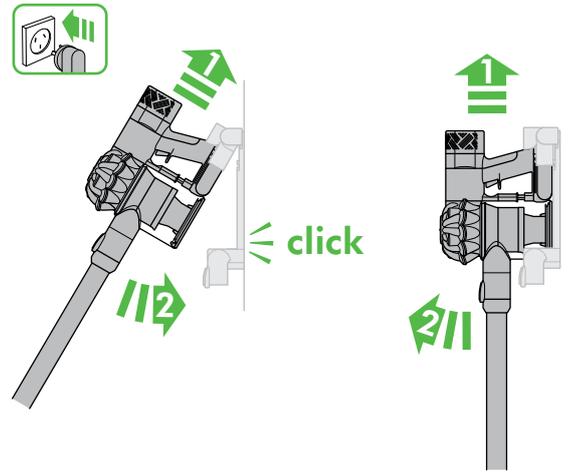


Looking for blockages – main body.



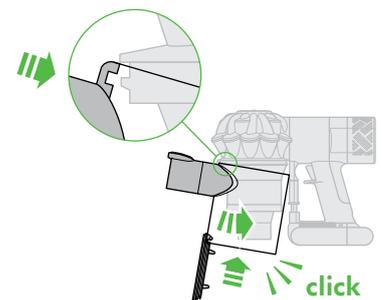
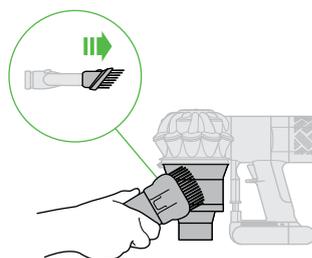
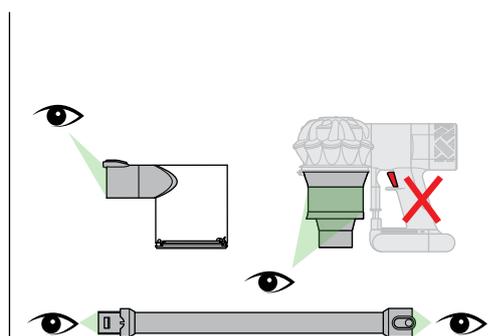
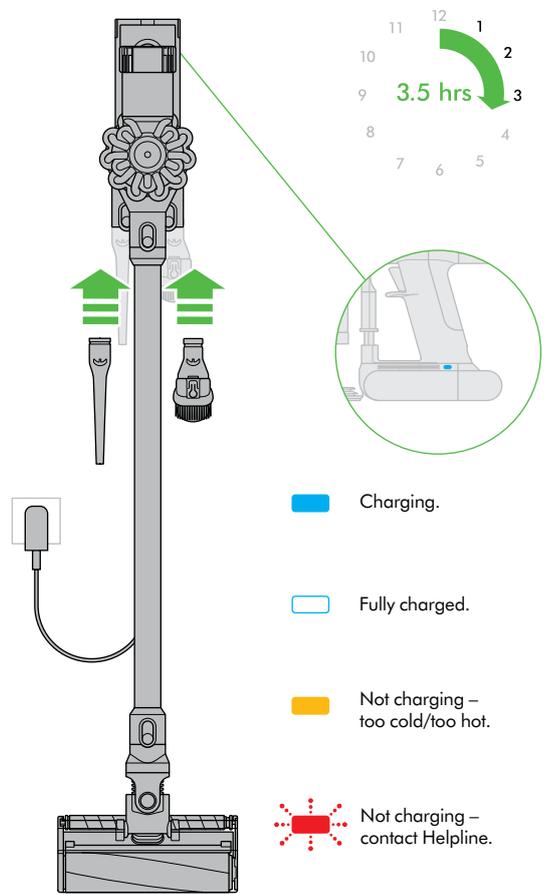
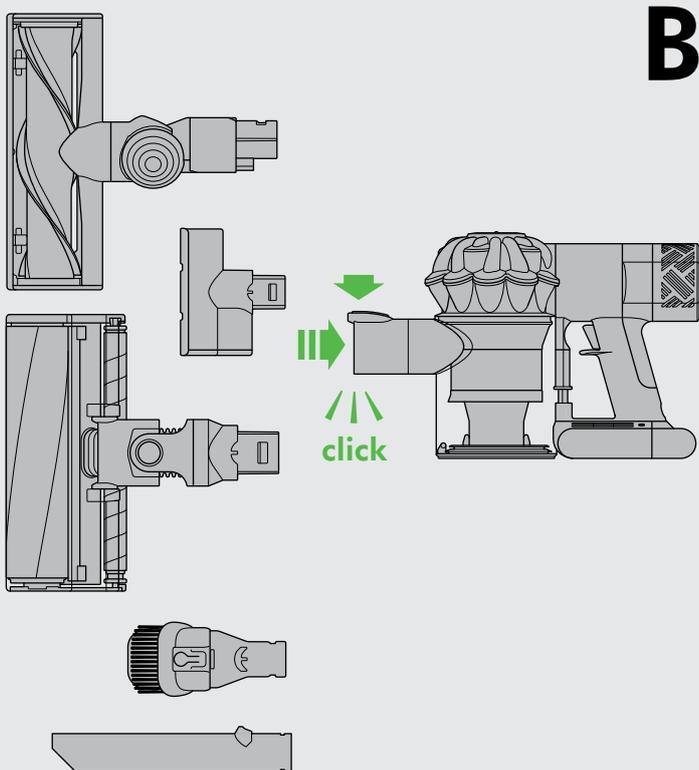


Storage and charging in the docking station



Attaching to docking station.

Removing from docking station.

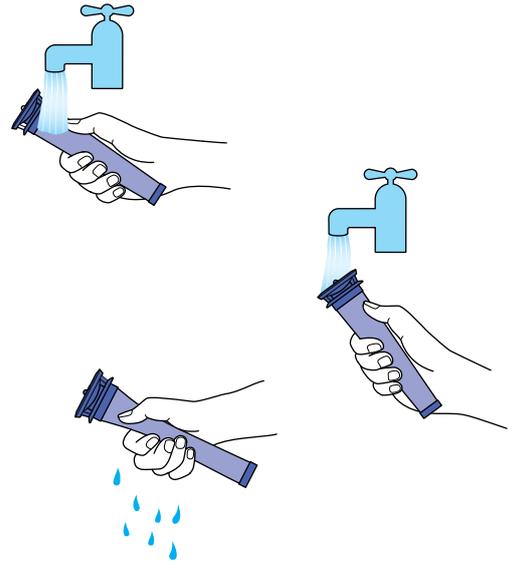
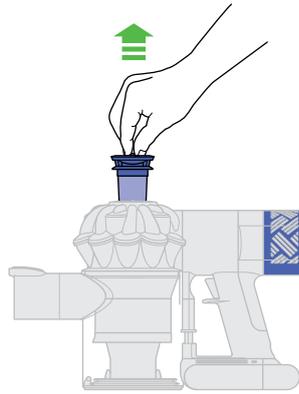


IMPORTANT!

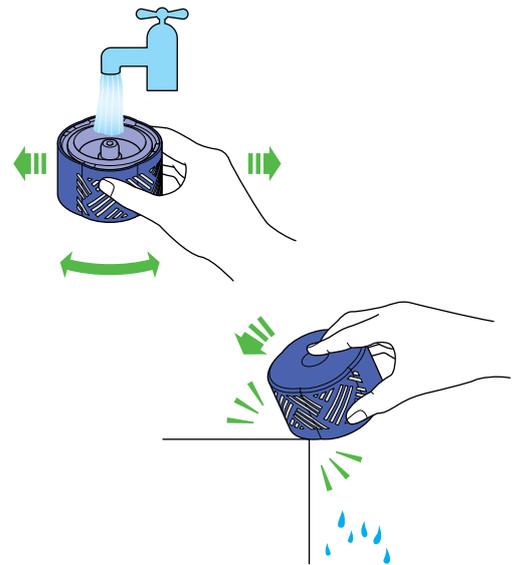
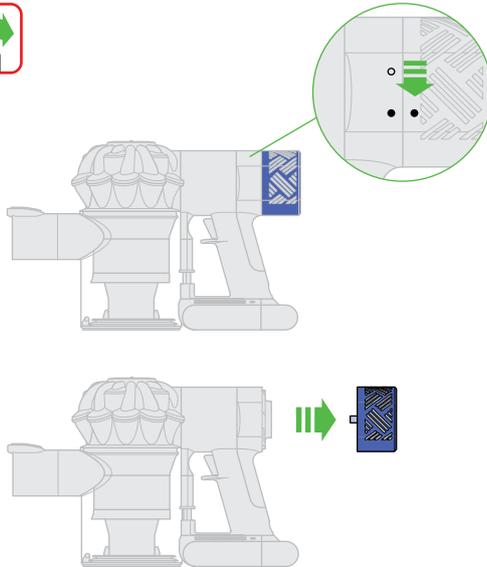
WASH FILTERS

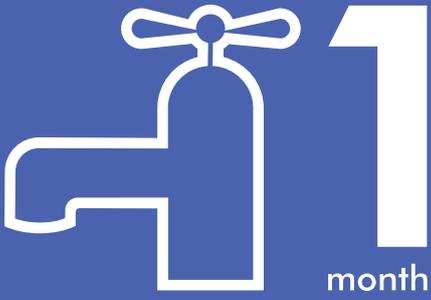


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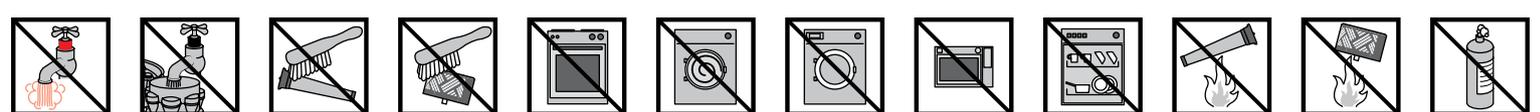
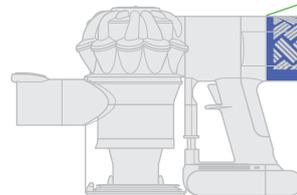
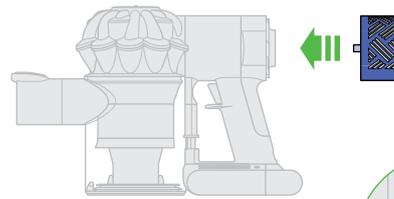
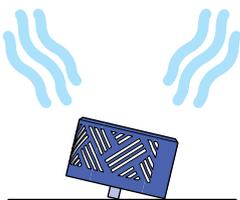
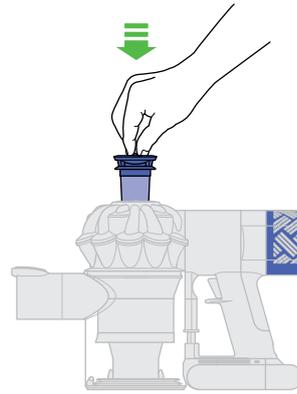
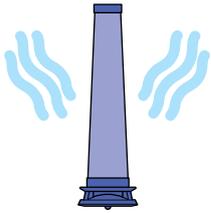


B





Wash filters with cold water regularly or as required.



SOFT ROLLER CLEANER HEAD INSTRUCTIONS

LOOKING FOR BLOCKAGES

- Ensure the appliance is disconnected from the charger before looking for blockages. Be careful not to pull the 'ON' trigger.
- Do not operate while checking for blockages. Failure to do so could result in personal injury.
- Beware of sharp objects when checking for blockages.
- To gain access to blockages in the floor tool, remove the base plate by using a coin to loosen the screw marked with a padlock.
- If you cannot clear an obstruction you may need to remove the brush bars, please refer to the 'Washing the brush bars' section for instructions on how to do this. Remove the obstruction and replace the brush bars as shown in the 'Washing the brush bars' section. Ensure that the fastener is fully turned and the base plate and brush bars are secure before operating the appliance.
- This product 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.
- Refit all parts securely before using.
- Clearing blockages is not covered by your Dyson guarantee.

WASHING THE BRUSHBARS

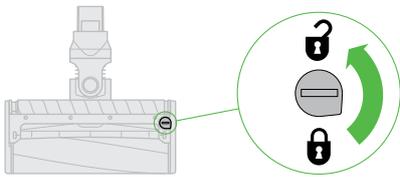
- Your appliance has two washable brush bars, check and wash these regularly according to the following instructions to maintain performance.
- Ensure the appliance is disconnected from the charger before removing the brush bar. Be careful not to pull the 'ON' trigger.

TO REMOVE, WASH AND REPLACE BRUSHBARS:

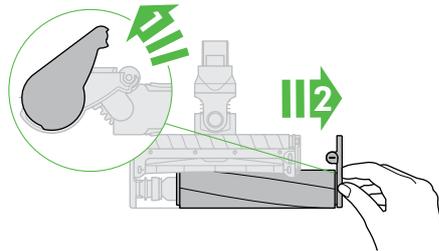
- Please refer to the 'Washing the brush bars' illustrations alongside the instructions below.
- Turn the cleaner head upside down so the underside of the cleaner head is facing you. Use a coin to turn the fastener one quarter anti-clockwise to the unlocked position.
- Rotate the end cap to the open position. Gently slide the large brush bar away from the cleaner head.
- Remove the end cap from the large brush bar.
- Lift out the small brush bar from the octagonal end and pull away from the cleaner head.
- Hold the brush bars under running water and gently rub to remove any lint or dirt.
- Stand both brush bars upright. Ensure the large brush bar is stood upright as shown. Leave to dry completely for a minimum of 24 hours.
- Before replacing, check that the brush bars are completely dry. Refit the small brush bar before the large one. Insert the round end of the small brush bar into place. Push down the octagonal end until it clicks into place.
- Reattach the end cap to the brush bar.
- Slide the large brush bar back onto the cleaner head, around the motor. The end cap should be in the open position as shown. Once in place, rotate the end cap back into the closed position.
- Close the fastener by turning a quarter turn clockwise. Ensure that the fastener is fully turned and the brush bars are secure.

Clearing brush bar obstructions

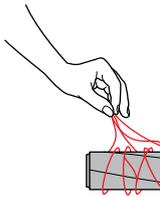
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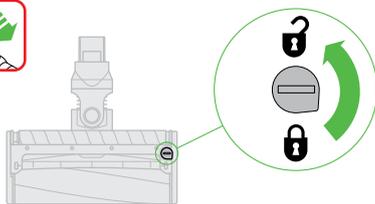


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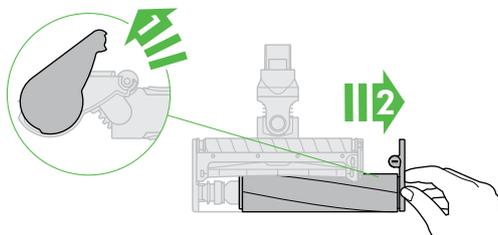


Washing the brushbars

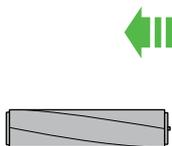
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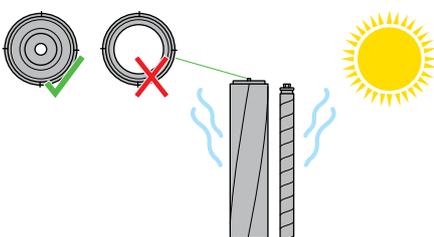
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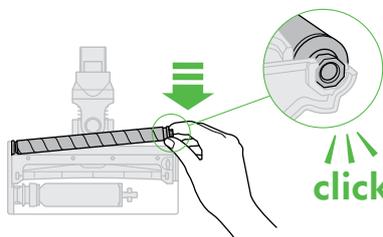
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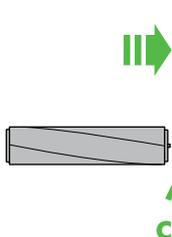
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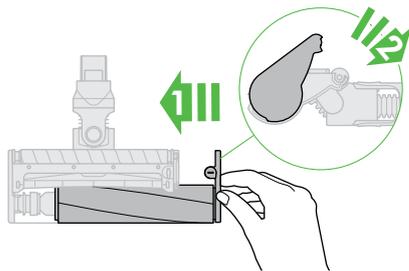


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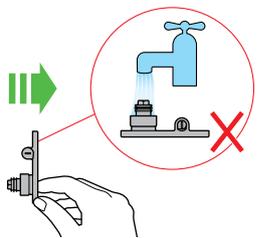
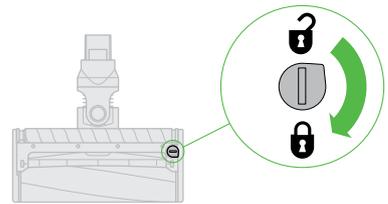




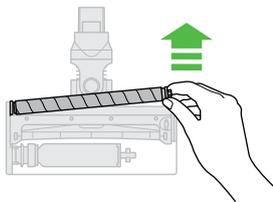
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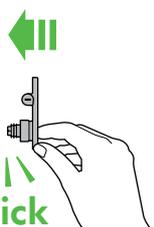
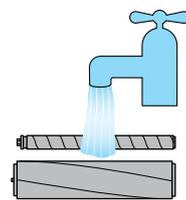
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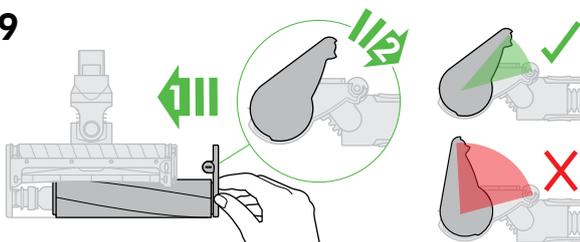
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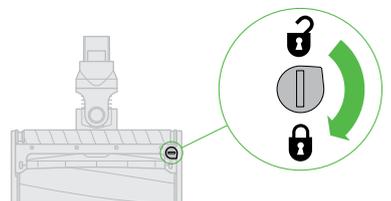
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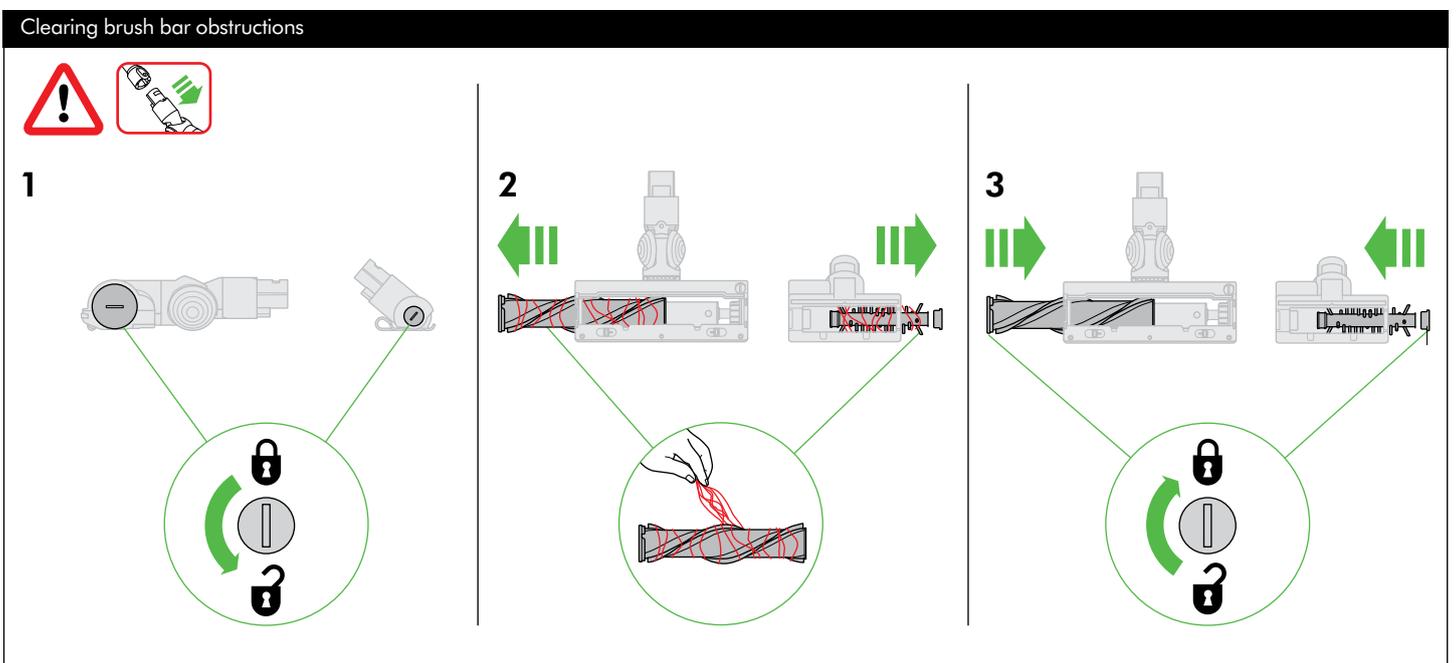
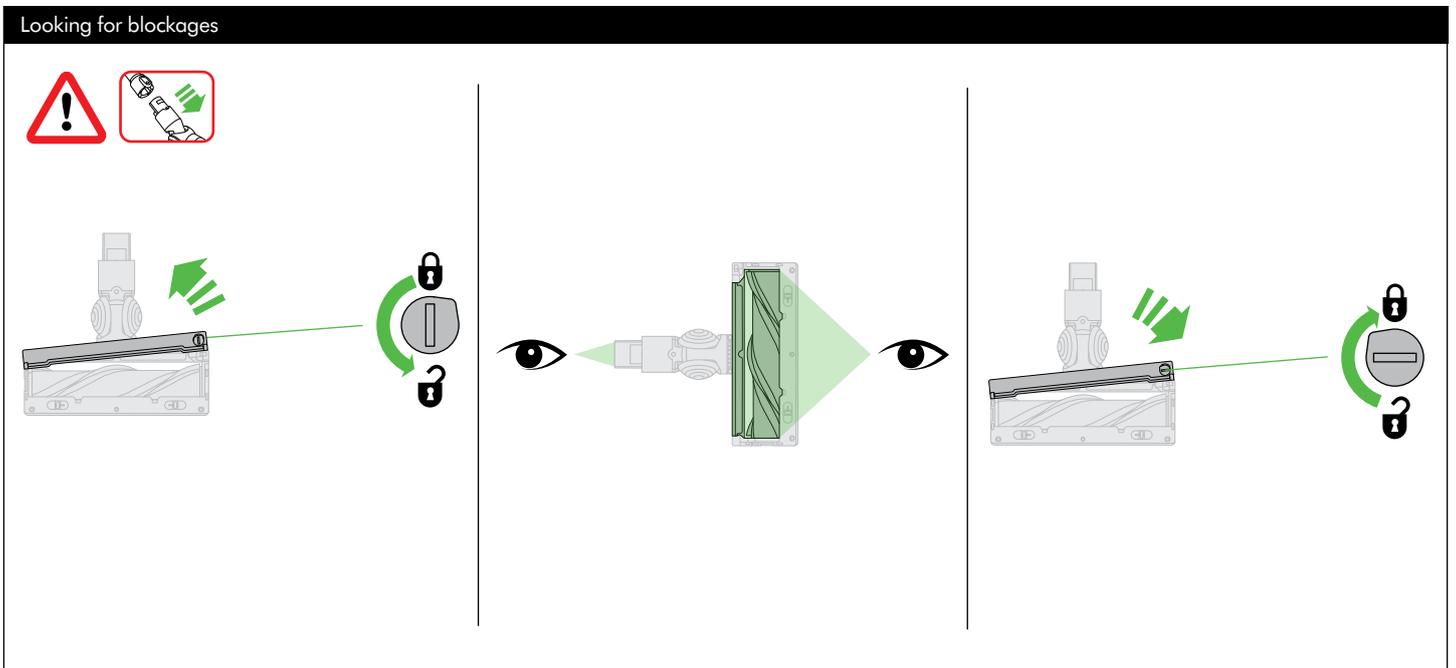
10



DIRECT DRIVE CLEANER HEAD INSTRUCTIONS

LOOKING FOR BLOCKAGES

- Ensure the appliance is disconnected from the charger before looking for blockages. Be careful not to pull the 'ON' trigger.
- Do not operate while checking for blockages. Failure to do so could result in personal injury.
- Beware of sharp objects when checking for blockages.
- To gain access to blockages in the floor tool, remove the base plate by using a coin to loosen the screw marked with a padlock.
- If you cannot clear an obstruction you may need to remove the brush bar. Use a coin to unlock the fastener marked with a padlock. Remove the obstruction. Replace the brush bar and secure it by tightening the fastener. Ensure it is fixed firmly before operating the appliance.
- This product 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.
- Refit all parts securely before using.
- Clearing blockages is not covered by your Dyson guarantee.



USING YOUR DYSON APPLIANCE

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

OPERATION

- Do not use outdoors or on wet surfaces or to vacuum water or other liquids – electric shock could occur.
- Ensure the appliance remains upright in use and in storage. Dirt and debris may be released if it is turned upside down.
- Do not operate while checking for blockages.
- For domestic indoor and car use only. Do not use it whilst the car is in motion or while driving.
- To operate the MAX mode, hold the trigger down and press the MAX button. The MAX button will light up.
- To switch off MAX mode, hold the trigger down and press the MAX button again. Note: The appliance will retain the last used mode. So if you use it in MAX mode and do not disengage it, the appliance will operate in MAX mode when it is next used until you depress the MAX button to disengage it.
- This product 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.
- To watch a short online video visit:
 - AU: www.dyson.com.au/SV09gettingstarted
 - NZ: www.dyson.co.nz/SV09gettingstarted

DOCKING STATION INSTALLATION

Use appropriate mounting hardware for your wall type and ensure that the docking station is mounted securely. Ensure no pipe work (gas, water, air) or electrical cables, wires or ductwork are located directly behind the mounting area. 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 as necessary.

CARPETS OR HARD FLOORS

- 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.
- 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.

LOOKING AFTER YOUR DYSON APPLIANCE

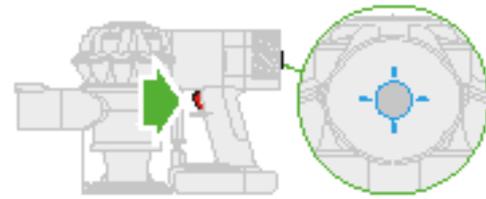
- Do not carry out any maintenance or repair work other than that shown in this Dyson Operating Manual, or advised by the Dyson Customer Care Helpline.
- Only use parts recommended by Dyson. If you do not this could invalidate your Dyson guarantee.
- Store the appliance indoors. Do not use or store it 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.
- Check the brush bar regularly and clear away any debris (such as hair). Debris left on the brush bar may cause damage to flooring when vacuuming.

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. Clean the clear bin with a damp cloth only. (See 'Cleaning the clear bin'.)
- Use extra care when cleaning on stairs.
- Do not rest the appliance on chairs, tables, etc.
- Do not press down on the nozzle with excessive force when using the appliance as this may cause damage.
- Do not leave the cleaner head in one place on delicate floors.
- On waxed floors the movement of the cleaner head may create an uneven lustre. If this happens, wipe with a damp cloth, polish the area with wax, and wait for it to dry.

DIAGNOSTICS - MAIN BODY

When in use, trigger pressed:



- Solid blue: Max 'ON'.
- Light off: powerful suction.
- Flashing blue: Low battery warning.
- Fast flashing blue: No power, temporary fault (e.g. check filter or for blockages).

EMPTYING THE CLEAR BIN

- Empty as soon as the dirt reaches the level of the MAX mark – do not overfill.
- Ensure the appliance is disconnected from the charger before emptying the clear bin. Be careful not to pull the 'ON' trigger.
- To make emptying the clear bin easier, it is advisable to remove the wand and floor tool.
- To release the dirt, push the red button by the clear bin: Press once to open the bin base. Press a second time to release the clear bin from the main body of the appliance.
- 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.
- Close the clear bin base so it clicks into place and is secure.

CLEANING THE CLEAR BIN

- Ensure the appliance is disconnected from the charger before removing the clear bin. Be careful not to pull the 'ON' trigger.
- Remove the wand and floor tool.
- Push the red button by the clear bin: Press once to open the bin base. Press a second time to release the clear bin from the main body of the appliance.
- Remove the clear bin carefully.
- Clean the clear bin with a damp cloth only.
- Do not use detergents, polishes or air fresheners to clean the clear bin.
- Do not put the clear bin in a dishwasher.
- Clean the cyclone shroud with the brush on the combination tool to remove lint and dust.
- Ensure the clear bin is completely dry before replacing.
- To replace the clear bin, push the clear bin up and in to the main body of the appliance. It will click into place.
- Close the clear bin base so it clicks into place and is secure.

WASHING THE FILTERS

- Your appliance has two washable filters; wash the filters at least once a month according to the following instructions to maintain performance. More frequent washing may be required where the user: vacuums fine dust, operates mainly in 'Powerful suction' mode, or uses the machine intensively.

WASHING FILTER A

- Ensure the appliance is disconnected from the charger before removing the filter. Be careful not to pull the 'ON' trigger.
- To remove the filter, lift it out of the top of the appliance.
- Check and wash the filter regularly according to instructions to maintain performance.
- The filter may require more frequent washing if vacuuming fine dust or if used mainly in 'Powerful suction' mode.
- Wash the filter with cold water only.
- 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.
- Lay the filter on its side to dry. Leave to dry completely for a minimum of 24 hours.
- Do not put the filter in a dishwasher, washing machine, tumble dryer, oven, microwave or near a naked flame.
- To refit, place the dry filter back into the top of the appliance. Make sure it is fitted properly.
- To watch a short online video, visit:
 - AU: www.dyson.com.au/SV09filterwash
 - NZ: www.dyson.co.nz/SV09filterwash

WASHING FILTER B

- To remove the filter, twist anti clockwise to the open position and pull away from the appliance.
- Wash the inside of the filter under cold running water, rotating the filter to ensure all pleats are covered.
- Gently tap the filter against the side of the sink several times to remove any debris.
- Repeat this process 4-5 times until the filter is clean.
- Place the filter upright, with the Max button facing upwards, and leave to dry completely for a minimum of 24 hours.
- To refit, return the filter to the open position and twist clockwise until it clicks into place.
- To watch a short online video, visit:
 - AU: www.dyson.com.au/SV09filterwash
 - NZ: www.dyson.co.nz/SV09filterwash

BLOCKAGES – AUTOMATIC CUT-OUT

- This appliance is fitted with an automatic cut-out.
- If any part becomes blocked the appliance may automatically cut out.
- This will happen after the motor pulses a number of times (i.e switches on and off in quick succession).
- Leave to cool down before looking for blockages.
- Ensure the appliance is disconnected from the charger before looking for blockages. Failure to do so could result in personal injury.
- Clear any blockage before restarting.
- Refit all parts securely before using.
- Clearing blockages is not covered by your Dyson guarantee.

CHARGING AND STORING

- This appliance will switch 'OFF' if the battery temperature is below 3°C (37.4°F). This is designed to protect the motor and battery. Do not charge the appliance and then move it to an area with a temperature below 3°C (37.4°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 appliance with the battery flush to a surface. This will help it run cooler and prolong battery run time and life.

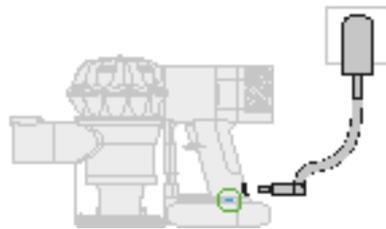
DIAGNOSTICS – BATTERY

When in use, trigger pressed:



-  Solid blue: On.
-  Flashing blue: No power, charge battery.
-  Flashing amber: No power, temporary fault (e.g. too hot/cold).
-  Solid amber: Not charging, temporary fault (e.g. too hot/cold).
-  Flashing red: Fault (ring Dyson Helpline).

When charging battery:



-  Solid blue: Charging.
-  Flashing blue - Not charging - Re-fit charger or try another socket. If persists, contact helpline.
-  Lights off: Charging complete.
-  Solid amber: Not charging, temporary fault (e.g. too hot/cold).
-  Flashing red: Fault (ring Dyson Helpline).

BATTERY SAFETY INSTRUCTIONS

- If the battery needs replacing please contact the Dyson Customer Care Helpline.
- Use only Dyson chargers for charging this Dyson appliance.
- 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 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.



CAUTION

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

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., 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 the Dyson guarantee will not extend the period of the Dyson guarantee.
- 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
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 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. For information on your rating plate see the inside front cover.
- 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.

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

DISPOSAL INFORMATION

Dyson products are made from high grade recyclable materials. Please dispose of this product responsibly and recycle where possible. The battery should be removed from the product before disposal. Dispose of or recycle the battery in accordance with local ordinances or regulations.

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:

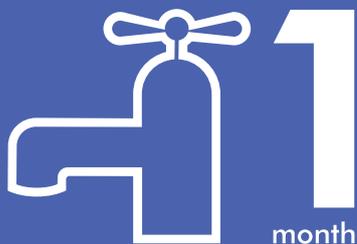
Dyson We Recycle
Reply Paid 83215
Dyson Service Centre
8-10 Mangrove Lane
Taren Point, NSW 2229

PRODUCT INFORMATION

Please note: Small details may vary from those shown.

IMPORTANT!

WASH FILTERS



Wash filters with cold water regularly or as required.



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.

DYSON CUSTOMER CARE

Australia

Website: www.dyson.com.au

Email: aucustomer@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

Email: 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.

Date of purchase / / Country of purchase Australia New Zealand

Serial number

Title Surname

First name

Address

Postcode

email

Telephone Mobile

Store of purchase

Privacy Act
 Dyson Appliances Ltd (Dyson) may collect and use your personal information to provide you updates on latest products and services, to analyse and research customer's choice on products, to provide products and services you have requested and for other purposes relating or incidental to product guarantee (e.g. product guarantee registration, product recalls) ("the Purposes"). To do so, Dyson may disclose your personal information to its related bodies, business partners or third parties. Some of the recipients are located overseas, including United States of America, Amsterdam and United Kingdom.
 If Dyson does not collect your personal information, then it may not be able to fulfil the Purposes.
 Our privacy policy, located at www.dyson.com.au/support/privacy-policy.aspx, contains information about how you may access and correct your personal information held by Dyson, and the privacy complaints handling process of Dyson.
 You may contact Dyson at aucustomer@dyson.com
 If you wish to receive information and updates about Dyson's products and services, please tick this box.
 Under the Australian Privacy Principles, before Dyson discloses personal information overseas, Dyson will take such steps as are reasonable in the circumstances to ensure that the overseas recipient does not breach the Australian Privacy Principles. However, an individual may consent to such disclosure without this requirement. If you consent to Dyson disclosing your personal information to business partners or third parties overseas for the Purposes, please tick this box.
 Note: If you do not provide consent, then Dyson may not be able to fulfil the Purposes.

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
NZ: 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.

