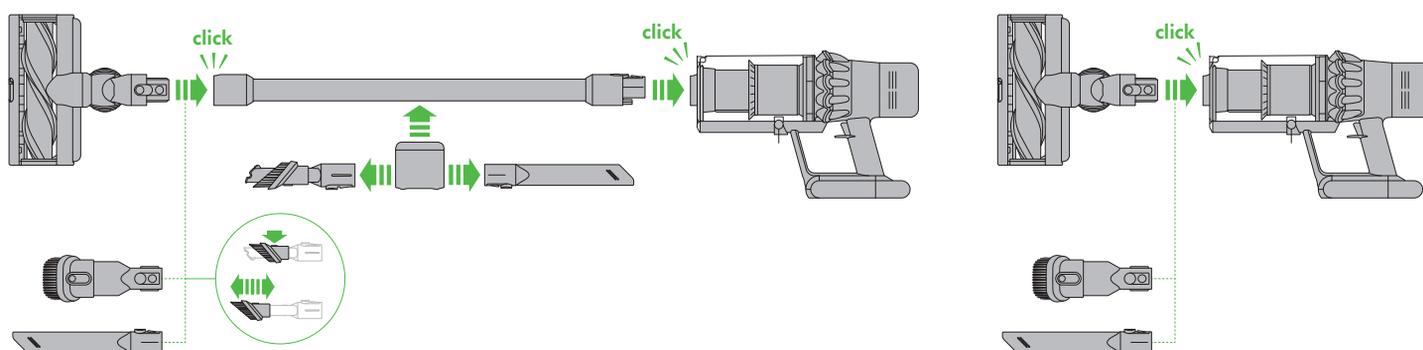
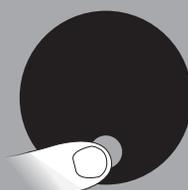


### Assembly



### Quick start



**Power modes**

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



**Eco**

Maximum run time, for longer cleans.



**Auto**

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



**Med**



**Boost**

Intensive cleaning for ground-in dirt.

Scan with your phone camera or QR reader to:

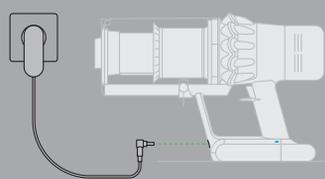
- Activate your guarantee 2 year free parts (excluding consumables such as battery and filters where there is no defect) and labour.
- Watch helpful video guides Get started quickly.
- Access support From experts at Dyson.
- Or visit [dyson.com.au/myV11](https://dyson.com.au/myV11)

Requires Apple iOS 11 or later, or Android OS 5.0.




**Charging**

Your appliance will need to be fully charged before first use.



# Thank you for choosing to buy a Dyson appliance

## Registration

After registering your free 2-year guarantee, your Dyson appliance will be covered for parts and labour (excluding filters and reduction in battery discharge time) for 2 years from the date of purchase, subject to the terms of the guarantee.

If you have any queries regarding your Dyson appliance, visit [www.dyson.com.au/support](http://www.dyson.com.au/support) (AU) or [www.dyson.co.nz/support](http://www.dyson.co.nz/support) (NZ) for online help, support videos, general tips and useful information about Dyson.

Alternatively, call the Dyson Helpline quoting your serial number and details of where and when you bought the appliance.

Your serial number can be found on your rating plate which is on the base of the appliance.

Note your serial number for future reference.

This illustration is for example purposes only.



### 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

# IMPORTANT SAFETY INSTRUCTIONS

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

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

### WARNING

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

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

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

20. Do not install, charge or use this appliance outdoors, in a bathroom or within 3 metres (10 feet) of a pool. Do not use on wet surfaces and do not expose to moisture, rain or snow.
21. Use only the Dyson charger Part Number 217160 for charging this Dyson appliance. Use only Dyson batteries: other types of batteries may explode, causing injury to persons and damage.
22. When removing or replacing a motorised brush bar, be careful not to pull the 'ON' trigger until the cleaner head has been reassembled.
23. Do not use a battery pack or appliance that is damaged or modified. Damaged or modified batteries may exhibit unpredictable behaviour resulting in fire, explosion or risk of injury. Do not expose battery pack or appliance to fire or excessive temperatures. Exposure to fire or temperatures above 60°C (140°F) may cause explosion.
24. The battery is a sealed unit and under normal circumstances poses no safety concerns. In the unlikely event that liquid leaks from the battery, do not touch the liquid as it may cause irritation or burns, and observe the following precautions:
  - Skin contact – can cause irritation. Wash with soap and water.
  - Inhalation – can cause respiratory irritation. Expose to fresh air and seek medical advice.
  - Eye contact – can cause irritation. Immediately flush eyes thoroughly with water for at least 15 minutes. Seek medical attention.
  - Disposal – wear gloves to handle the battery and dispose of immediately, following local ordinances or regulations.
25. Follow all charging instructions and do not charge the battery pack or the appliance outside of the temperature range specified in the instructions. Charging improperly or at a temperature outside of the specified range may damage the battery and increase the risk of fire.
26. FIRE WARNING – Do not place this product on or near a cooker or any other hot surface and do not incinerate this appliance even if it is severely damaged. The battery might catch fire or explode.
27. FIRE WARNING – Do not apply any fragrance or scented products to the filter(s) of this appliance. The chemicals in such products are known to be flammable and can cause the appliance to catch fire.

## READ AND SAVE THESE INSTRUCTIONS

THIS DYSON APPLIANCE IS INTENDED FOR HOUSEHOLD USE ONLY



Do not use near naked flames.



Do not store near heat sources.



Do not pick up water or liquids.



Do not pick up burning objects.



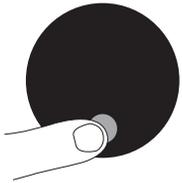
Do not put hands near the brush bar when the appliance is in use.



Do not place on or near the cooker.

# Display

## Selection button



You can control the settings on your appliance using the selection button.

## Language selection



Press and hold the selection button for 5 to 10 seconds to view the language list.

Press the selection button to scroll through the languages. A short (between 2 and 4 seconds) hold press on the selection button selects a language.



If the wrong language is selected then a short hold press on the selection button when the cross is displayed will return you to the language list.



To confirm the language press the selection button to scroll to the tick, then a short hold press on the selection button will confirm your selection.

## Low battery



The screen will alert you when your battery is getting low.



A final alert is shown when your battery is empty and needs to be charged.

## Alerts



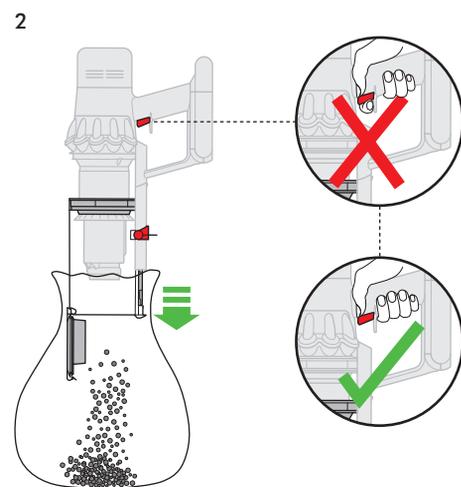
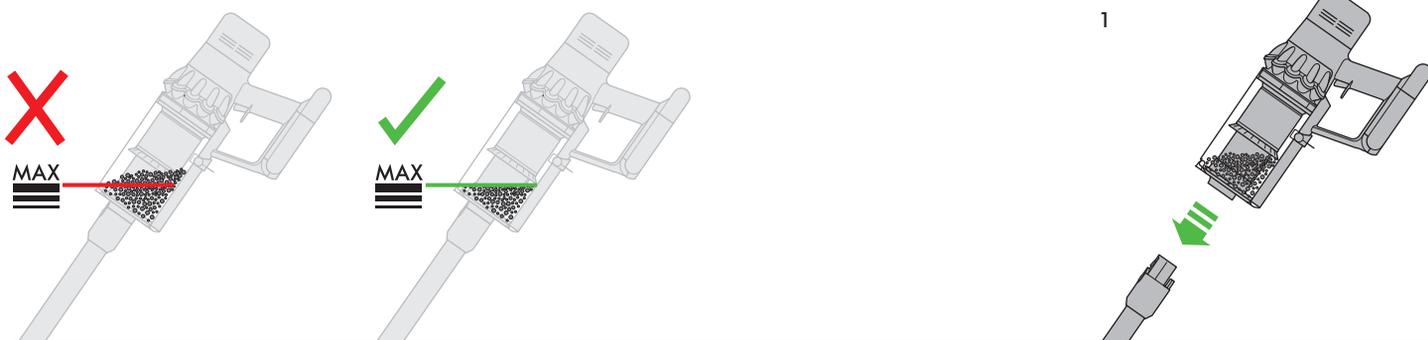
The screen will alert you when your appliance needs your attention. Follow the instructions on screen to maintain performance.

## Battery health

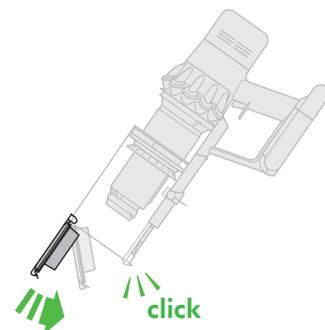
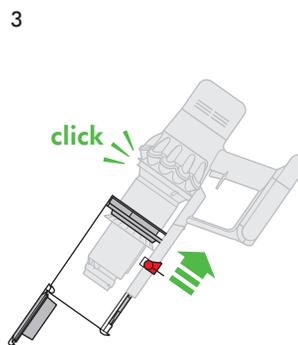


Continued or regular use of Eco or Auto/Med mode helps to maximise cleaning time and prevent overheating, helping to preserve battery durability and life.

# Emptying the clear bin

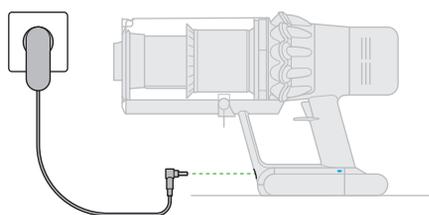
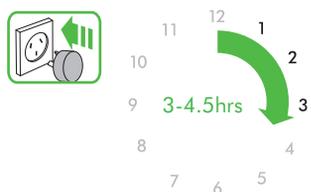


Be careful not to pull the 'ON' trigger while the clear bin is open for emptying.



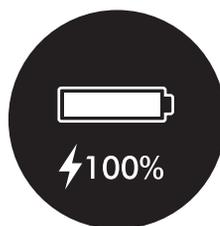
Close the clear bin by pushing the bin base upwards until the clear bin and bin base click into place.

# Charging

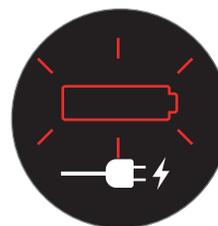


Connect to the charger either directly or in the docking station. The blue LEDs – one on each side of the battery – will flash on and off during charging.

When the battery is charged, both LEDs will light for 5 seconds, then go out.

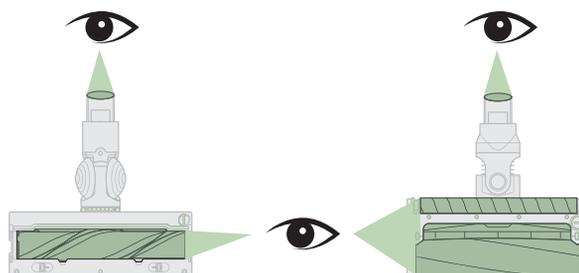
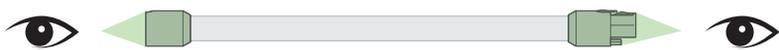


Battery is charged when display shows battery at 100%.

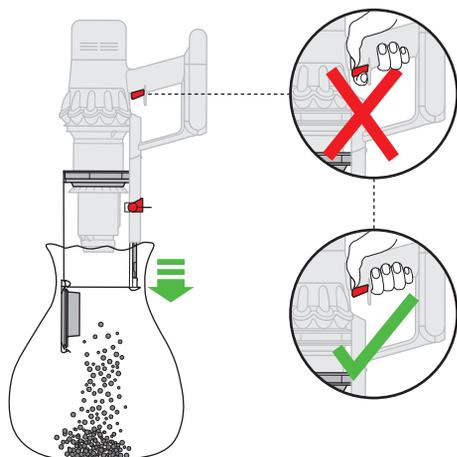


Battery is empty and needs charging.

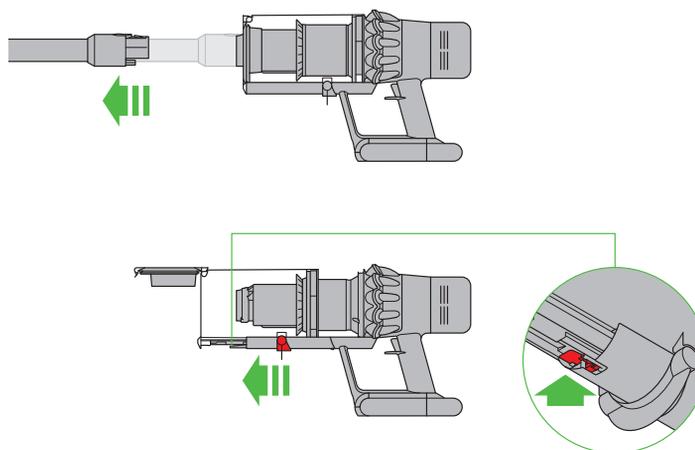
# Looking for blockages



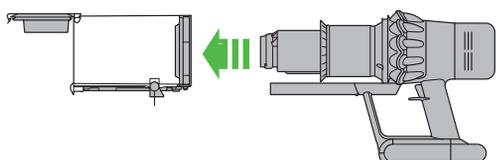
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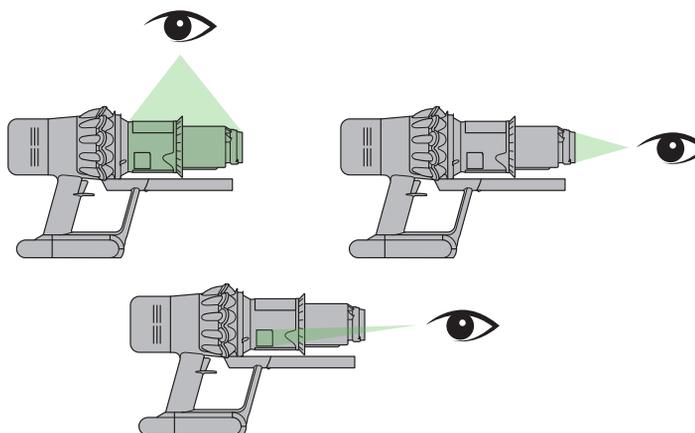
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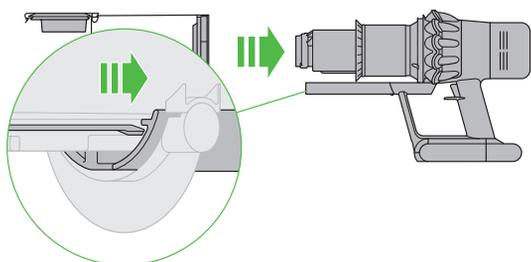
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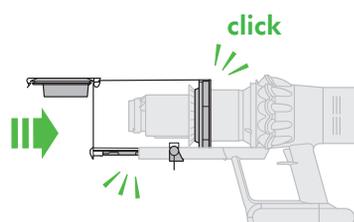
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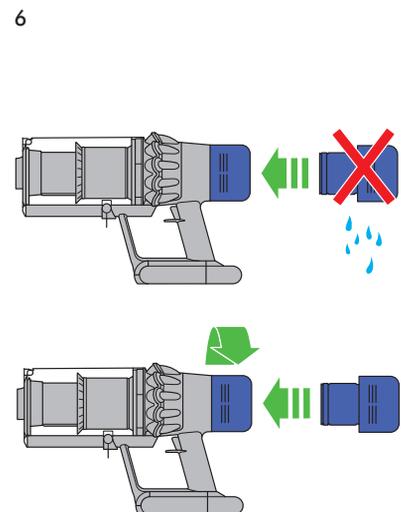
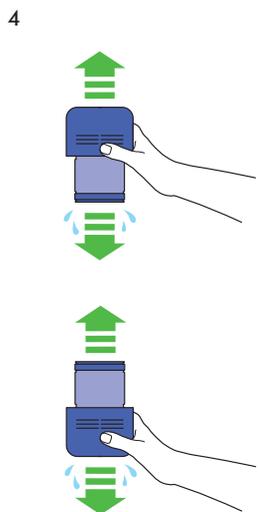
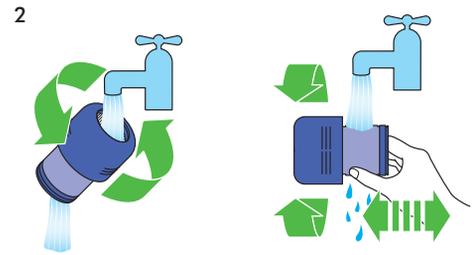
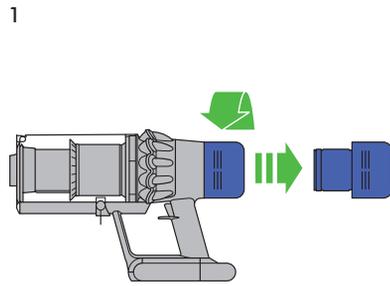


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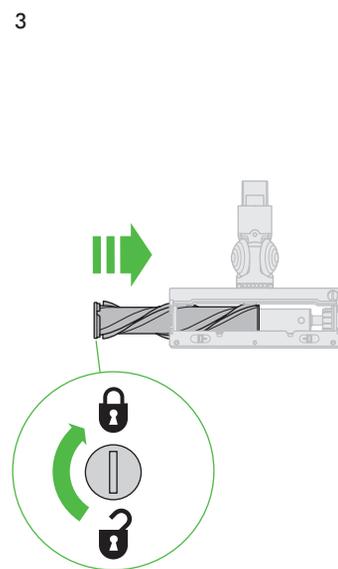
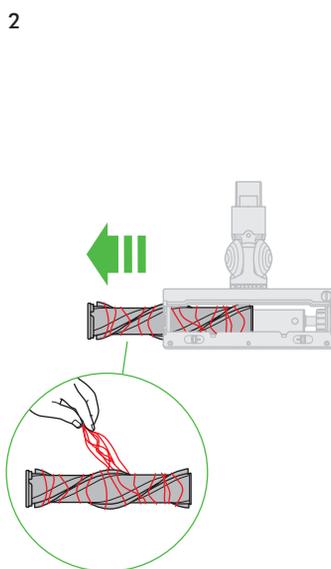
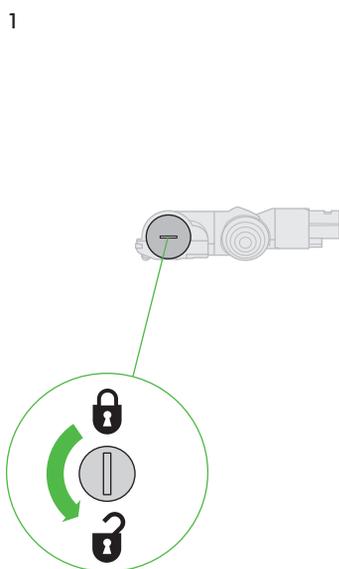


Close the clear bin by pushing the bin base upwards until the clear bin and bin base click into place.

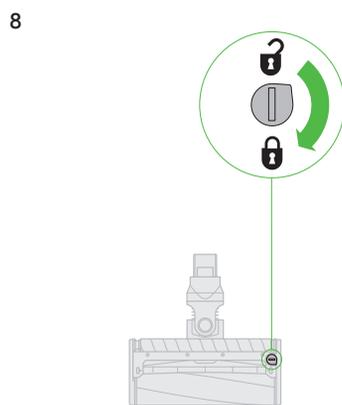
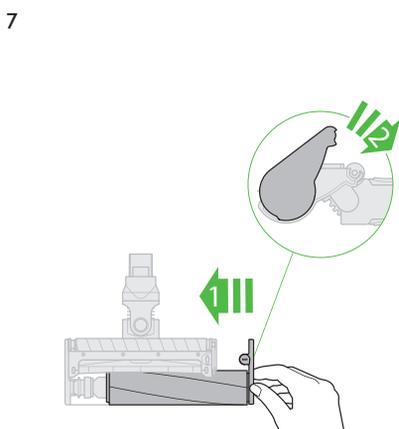
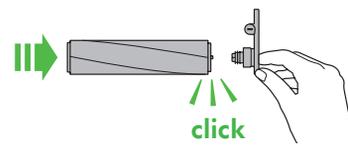
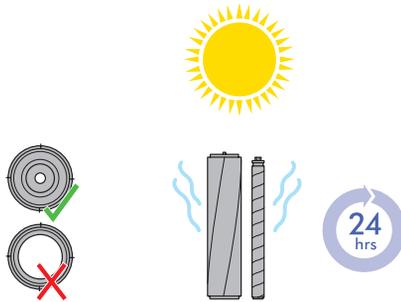
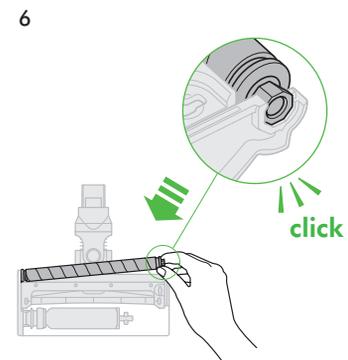
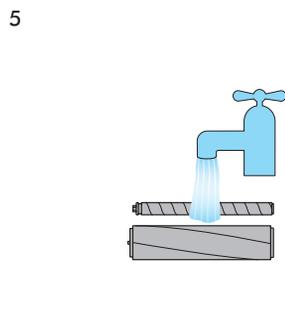
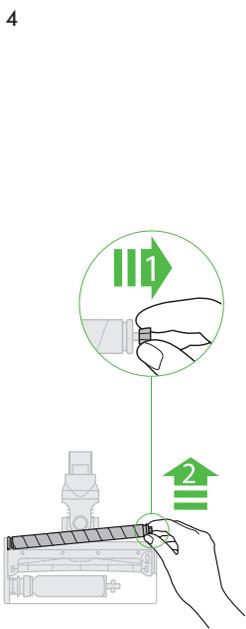
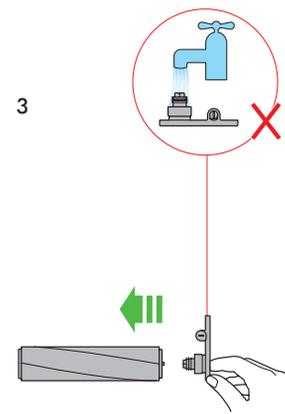
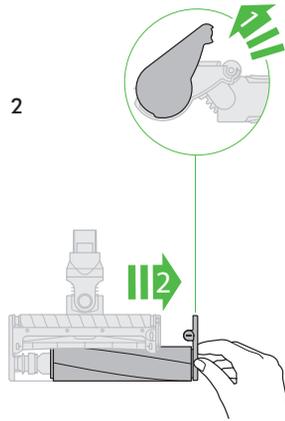
# Cleaning the filter



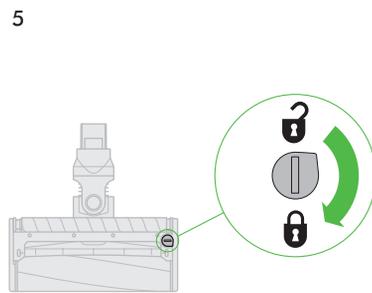
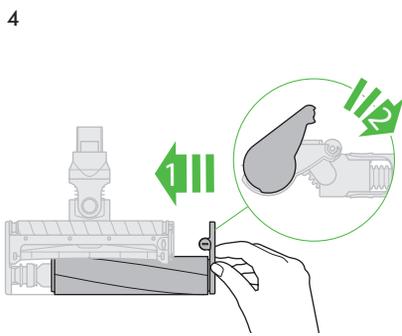
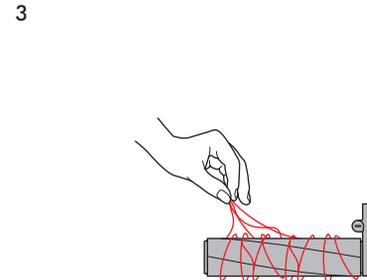
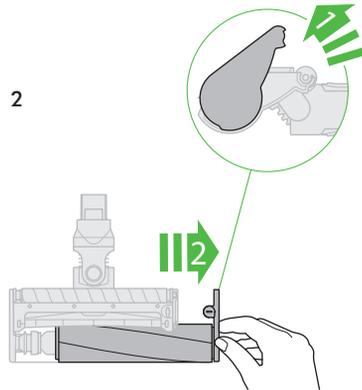
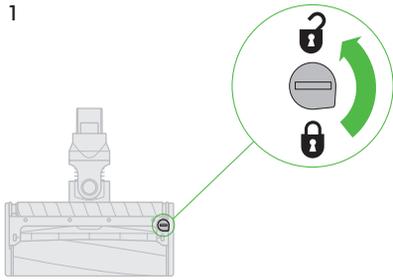
# High torque cleaner head maintenance



# Soft roller cleaner head maintenance – washing the brush bars



# Soft roller cleaner head maintenance – clearing blockages



# Additional information

Please read the 'Important Safety Instructions' in this Dyson Operating Manual before proceeding.

## Docking station installation

- Unpack the docking station, charger and installation leaflet.
- Select the location for the docking station and ensure that there is no pipework (gas, water or air), electrical cables, wires or ductwork directly behind the mounting location.
- Follow the instructions on the installation leaflet.
- Click the attachments into place.
- Place the appliance in the docking station.
- Plug the charger into the mains electricity supply. Switch on (if necessary) to charge the battery.
- Your appliance will need to be fully charged before first use.

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

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

## Vacuuming

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

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

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

## High torque cleaner head – suction control slider

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

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

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

Suction for dust and debris (▲)

- For vacuuming of lightly soiled carpets, rugs and hard flooring.

- For vacuuming of large debris such as peanuts or rice.

Suction for deep pile carpets and delicate flooring (-)

- For vacuuming deep pile carpets or rugs and any flooring on which you may experience greater resistance.
- For vacuuming of lightly soiled floors, including delicate flooring such as vinyl, parquet and lino.

## Emptying the clear bin

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

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

## Cleaning the clear bin (optional)

If it is necessary to clean the clear bin:

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

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

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

## Filter and blockage indicators

The display of your appliance will alert you when simple maintenance steps are needed.

- The filter indicator will show when the filter unit is not fitted correctly. Follow the instructions on how to refit the filter unit in the 'Washing the filter unit' section.
- The filter indicator will show when the filter unit needs washing. Follow the instructions on how to wash the filter unit in the 'Washing the filter unit' section.
- The blockage indicator will show if there is a blockage. Follow the instructions on how to clear blockages in the 'Looking for blockages' section.

## Washable parts

Your appliance has washable parts, which require regular cleaning. Follow the instructions below.

- Do not put any part of your appliance in a dishwasher, washing machine, tumble dryer, oven, microwave or near a naked flame.

## Washing the filter unit

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

Check and wash the filter unit, according to the instructions, to maintain performance.

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

- To refit, return the filter unit to the main body and twist clockwise until it clicks into place.

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

Do not put any part of your appliance in a dishwasher, washing machine, tumble dryer, oven, microwave or near a naked flame.

## Washing the soft roller cleaner head brush bars

The soft roller cleaner head of your appliance has two washable brush bars. Check and wash them regularly, according to the following instructions, to maintain performance:

- Refer to the 'Cleaner head maintenance' illustrations above.
- When removing or replacing a motorised brush bar, be careful not to pull the 'ON' trigger until the cleaner head has been reassembled.

To remove, wash and replace the brush bars:

- Turn the cleaner head upside down so that the underside of the cleaner head is facing you. Use a coin to turn the end cap a quarter anticlockwise until it clicks into the unlocked position. Rotate the end cap to the open position. Slide the main brush bar out of the cleaner head. Remove the end cap from the main brush bar. Do not wash the end cap.
- Gently slide the rear brush bar out of the cleaner head.
- Hold the brush bars under running water and gently rub to remove any lint or dirt.
- Stand the brush bars upright as shown. Leave to dry completely for a minimum of 24 hours. Before replacing, check that the brush bars are completely dry.
- Slide the rear brush bar back into the cleaner head.
- Slide the main brush bar back into the cleaner head.
- Reattach the end cap to the main brush bar.
- 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 it a quarter clockwise. Ensure that the fastener is fully turned and the brush bars are secure.

## High torque cleaner head

The brush bar of a motorised cleaner head is not washable.

## Quick-release mini motorhead tool

The brush bar of a motorised cleaner head is not washable.

## 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) and the blockage indicator will light.
- Leave to cool down before looking for blockages.
- Be careful not to pull the 'ON' trigger while looking for blockages. Operating the appliance while it is partially dismantled could result in personal injury.
- Clear any blockages before restarting (see 'Looking for blockages' section).
- Refit all parts securely before using.
- Clearing blockages is not covered by your Dyson guarantee.

## Looking for blockages

The motor will pulse and the blockage indicator will show when there is a blockage. Please follow the instructions below to locate the blockage:

- Be careful not to pull the 'ON' trigger while looking for blockages. Operating the appliance while it is partially dismantled could result in personal injury.
- Beware of sharp objects when checking for blockages.
- To check for blockages in the main body of the appliance, remove the clear bin following the instructions in the 'Emptying the clear bin' section and remove the blockage.
- If you cannot clear an obstruction from the cleaner head, you may need to remove the brush bar. Use a coin to unlock the fastener, slide the brush bar out of the cleaner head and remove the obstruction. Replace the brush bar and 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.

#### Charging and storing

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

#### Battery safety instructions

- If the battery needs replacing, please contact the Dyson Helpline.
- Use only the Dyson charger Part Number 217160 for charging this Dyson appliance.

#### CAUTION

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

#### Disposal information

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

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

\*Please note that not all parts are recyclable. Recycling of parts is subject to the capabilities of 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

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

#### Dyson customer care

Thank you for choosing to buy a Dyson appliance

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

#### Australian Consumer law

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.

#### New Zealand Consumer law

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

#### Dyson 2 year guarantee

Terms and conditions of the Dyson 2 year guarantee

#### What is covered

- The repair or replacement of your Dyson appliance (at Dyson's discretion) if it 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 on 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).
- Whether or not your Dyson guarantee applies, 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 Helpline.

#### Other terms relating to the Dyson guarantee

- The Dyson guarantee becomes effective from the date of purchase.
- All work will be carried out by Dyson Appliances (Aust.) Pty Limited, Dyson New Zealand Limited (NZ) or their authorised agents.
- Any parts replaced by Dyson or its service agents will become the property of Dyson Appliances (Aust.) Pty Limited or Dyson New Zealand Limited (NZ).
- You must provide proof of (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.
- Whether or not your Dyson guarantee applies, 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 Helpline.

#### Important data protection information

#### When registering your Dyson appliance

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





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

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 Limited, PO Box 2175,  
Taren Point, NSW 2229 Australia.

### New Zealand

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

Email:

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

Dyson Customer Care:

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

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





# GUARANTEE FORM

Date of purchase  /  /

Country of purchase  Australia  New Zealand

Serial number

Title

Surname

First name

Address

Postcode

Email

Telephone

Mobile

Store of purchase

### Privacy statement

By providing the above information, you consent to Dyson using that information (including disclosing it to third parties such as our business partners or professional advisers) for the purposes of providing the services you have requested. With your consent, Dyson may also use the information you provide for future marketing and research purposes (including sending commercial electronic messages). If you consent to this use, please tick the relevant boxes below.

If you wish to access your personal information please contact us at [aucustomercare@dyson.com](mailto:aucustomercare@dyson.com).

As a Dyson appliance owner, you can hear about Dyson inventions, services and products before anyone else. If it's okay to contact you, please let us know how we may do this.

We sometimes ask other companies (such as market researchers) to contact owners on our behalf. We do this to get feedback on ideas or ask you to try new products and services. Would this be okay?

By mail	Yes <input type="checkbox"/>	No <input type="checkbox"/>
By phone	Yes <input type="checkbox"/>	No <input type="checkbox"/>
By email	Yes <input type="checkbox"/>	No <input type="checkbox"/>
By text message	Yes <input type="checkbox"/>	No <input type="checkbox"/>

Yes <input type="checkbox"/>	No <input type="checkbox"/>
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## 3 EASY WAYS TO REGISTER YOUR DYSON 2 YEAR GUARANTEE

### REGISTER ONLINE



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

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

### REGISTER BY PHONE



Call our dedicated Helpline.

AU: 1800 239 766  
NZ: 0800 397 667

### REGISTER BY MAIL



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

