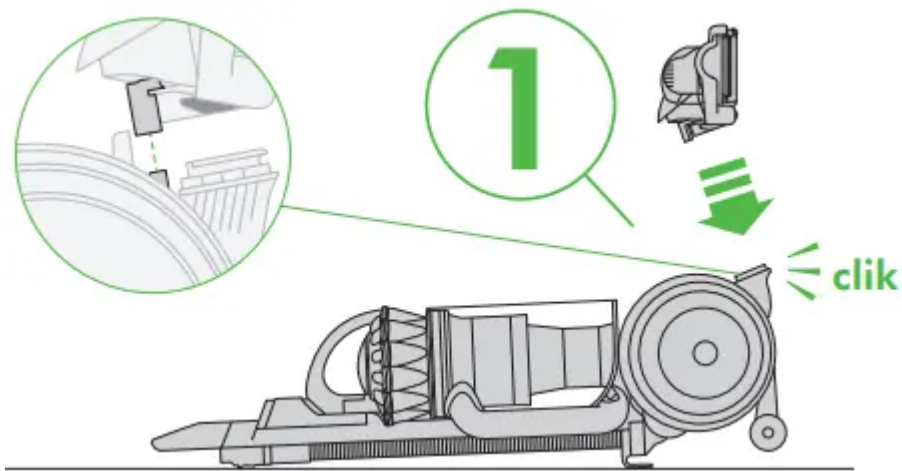
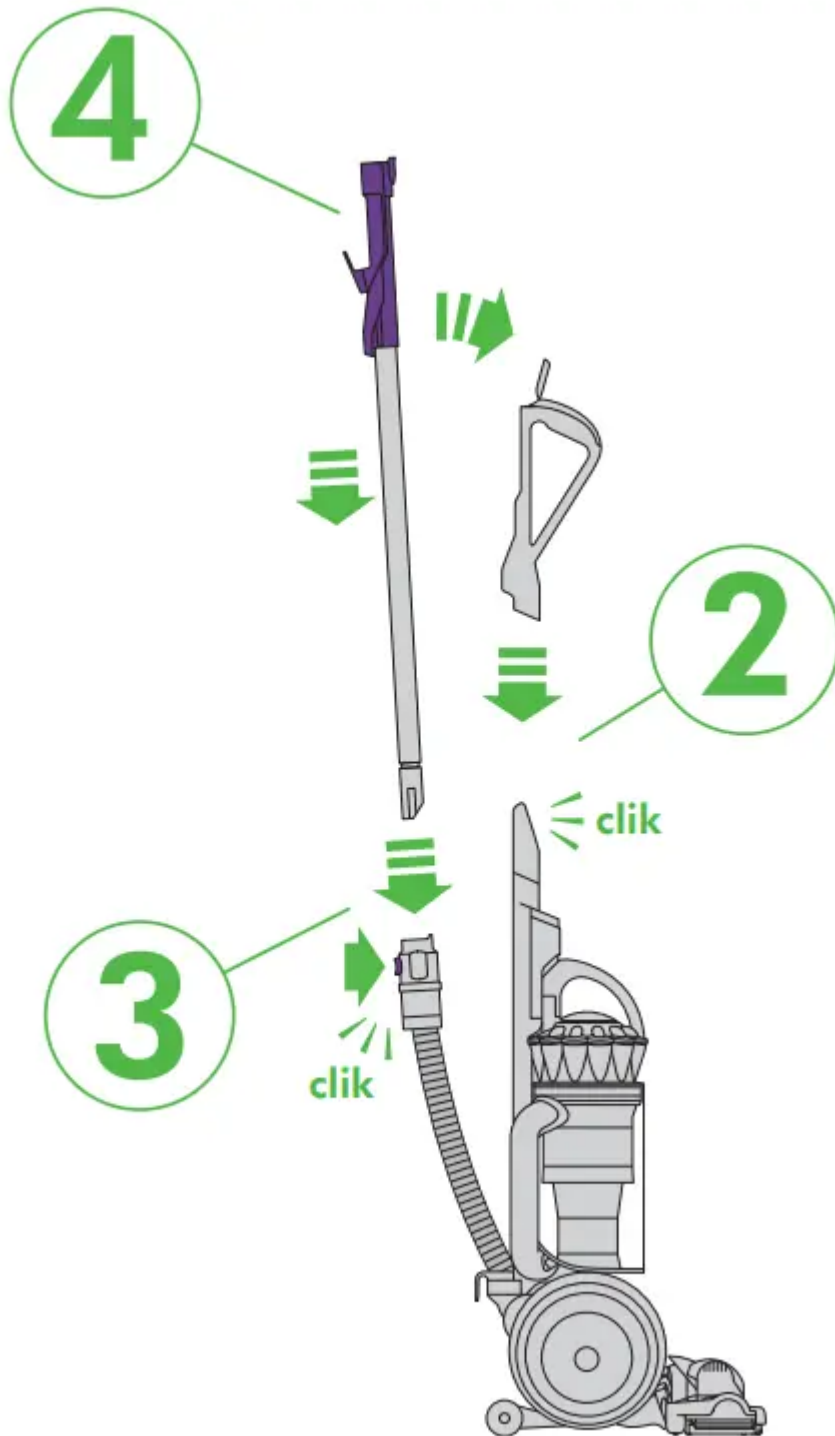


# OPERATING MANUAL Upright Vacuum

## ASSEMBLY





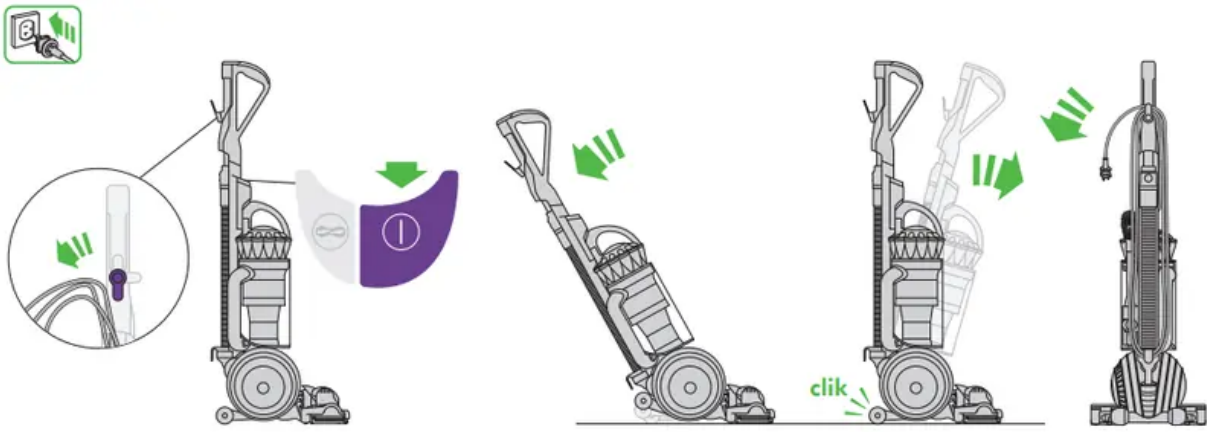
#### WASH FILTERS

- Wash filters with cold water at least every 2 months.

#### REGISTER TODAY

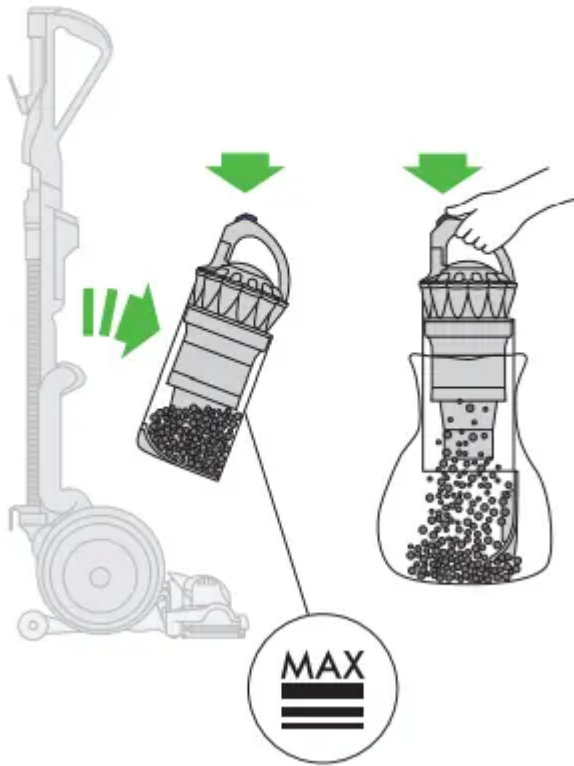
- 3 easy ways to register your 5 year parts and labor warranty.

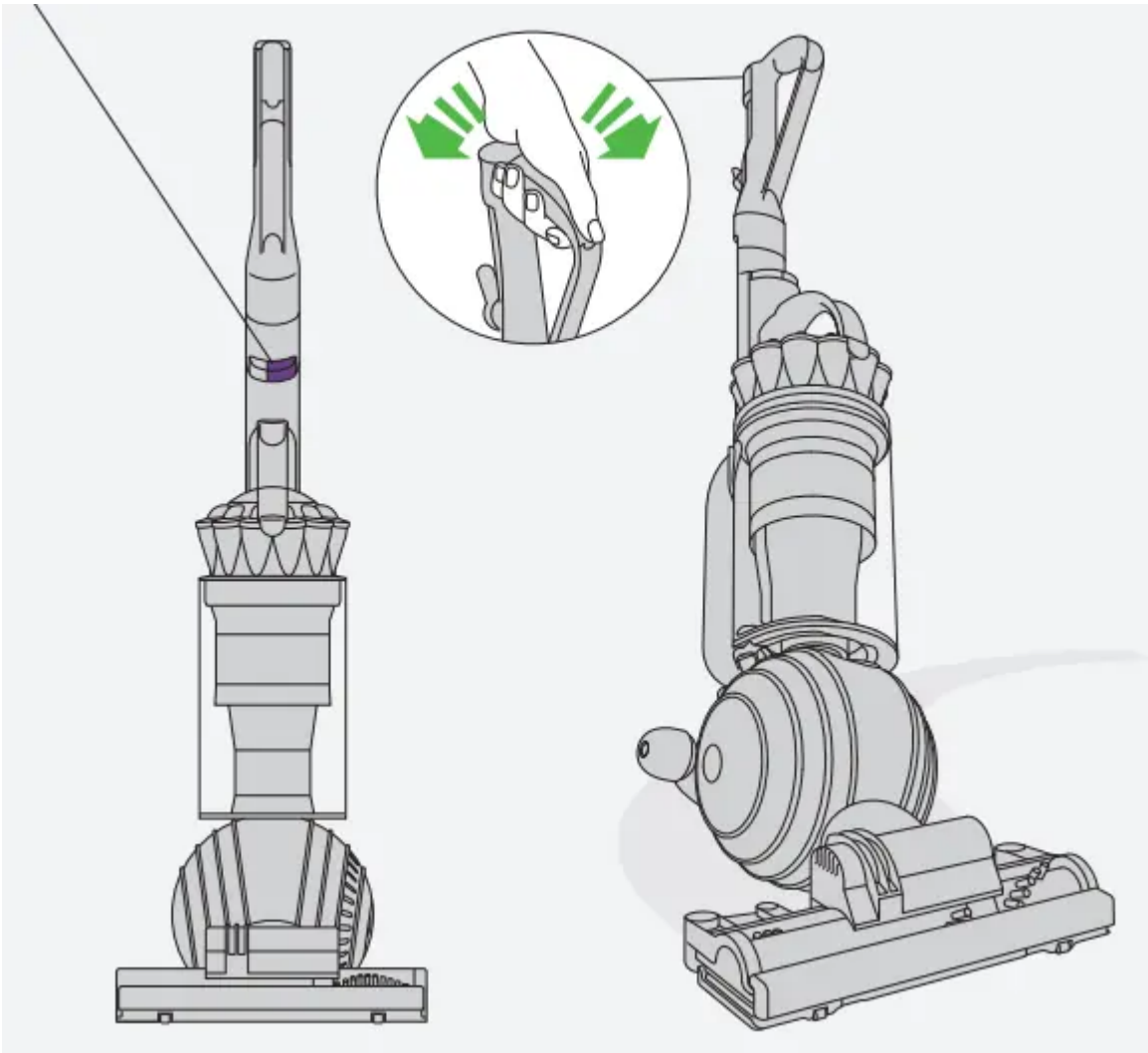
#### Operation



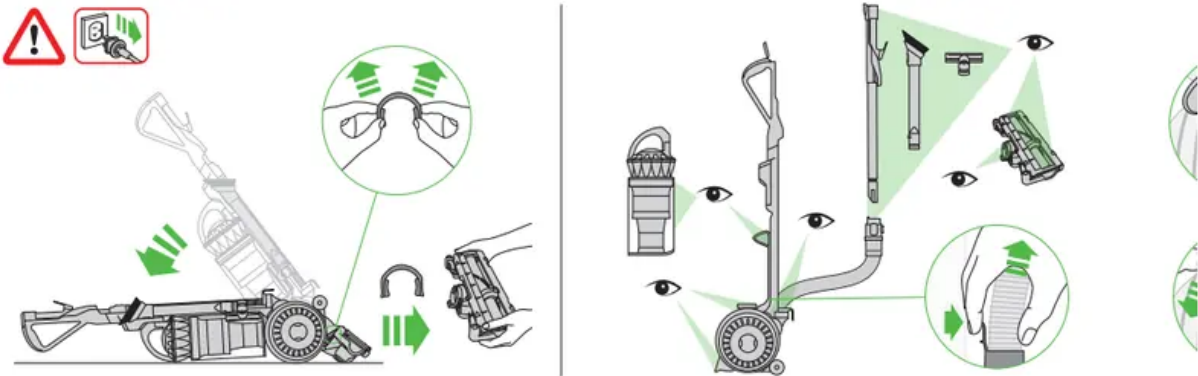
Emptying the clear bin





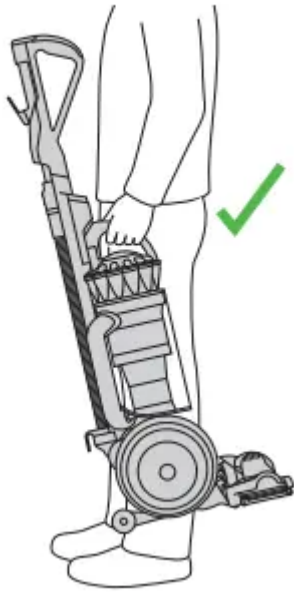


Looking for blockages

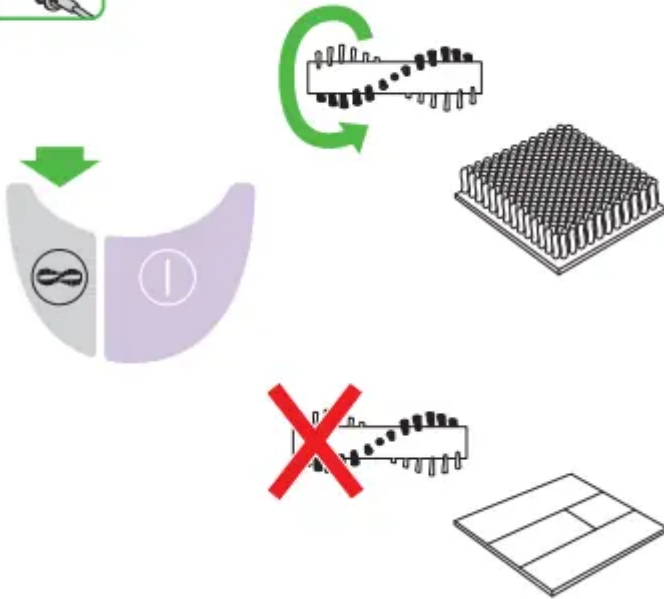


Carrying the machine



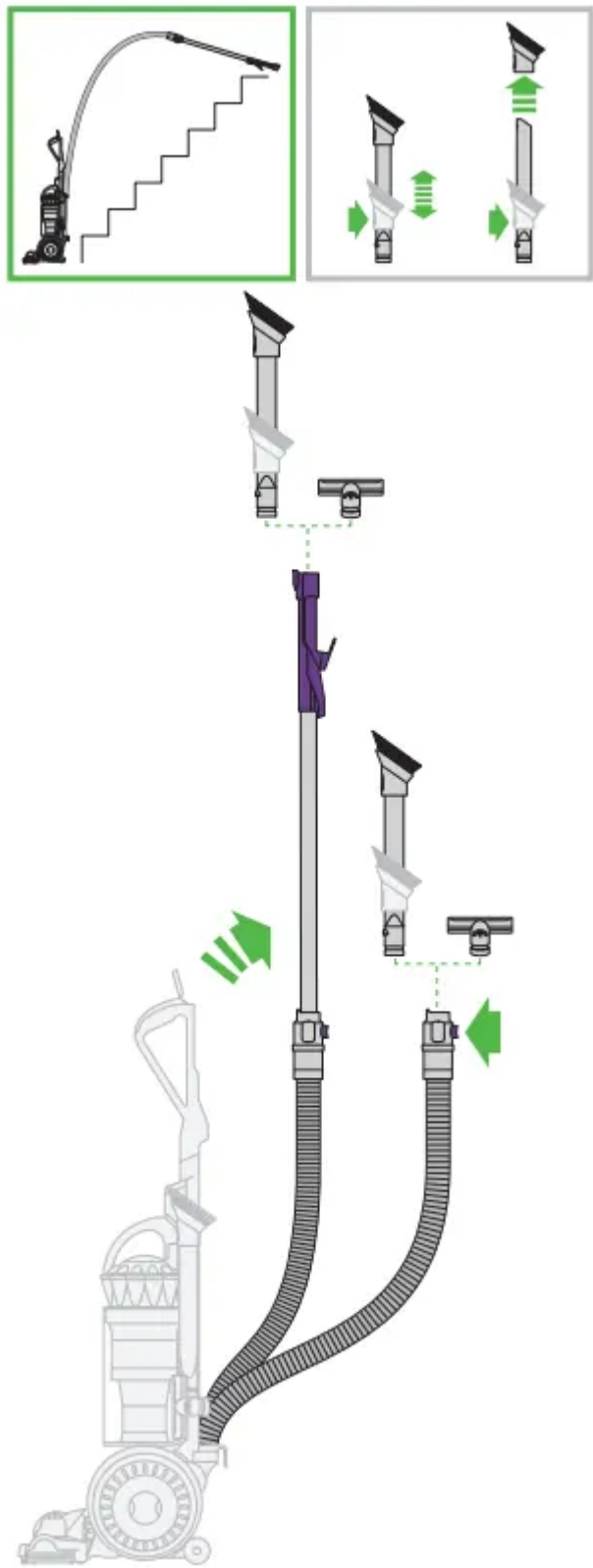


Carpets or hard floors



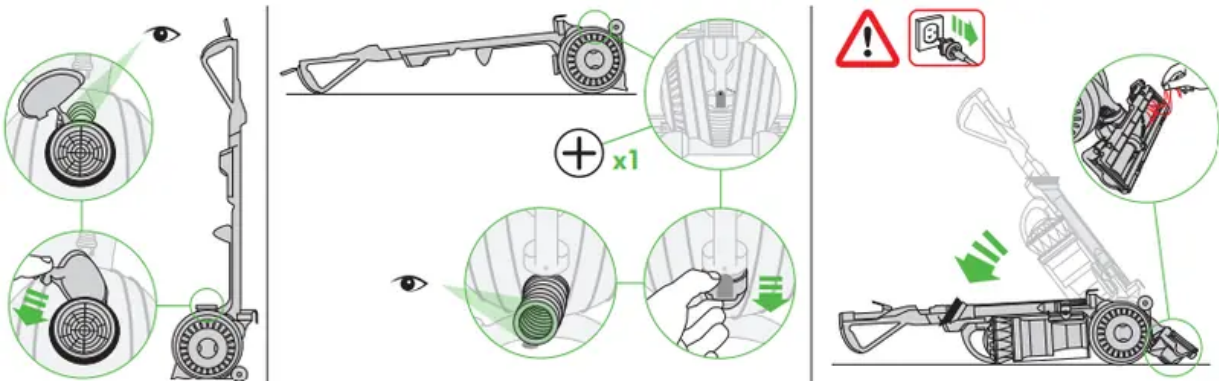
Tool attachments



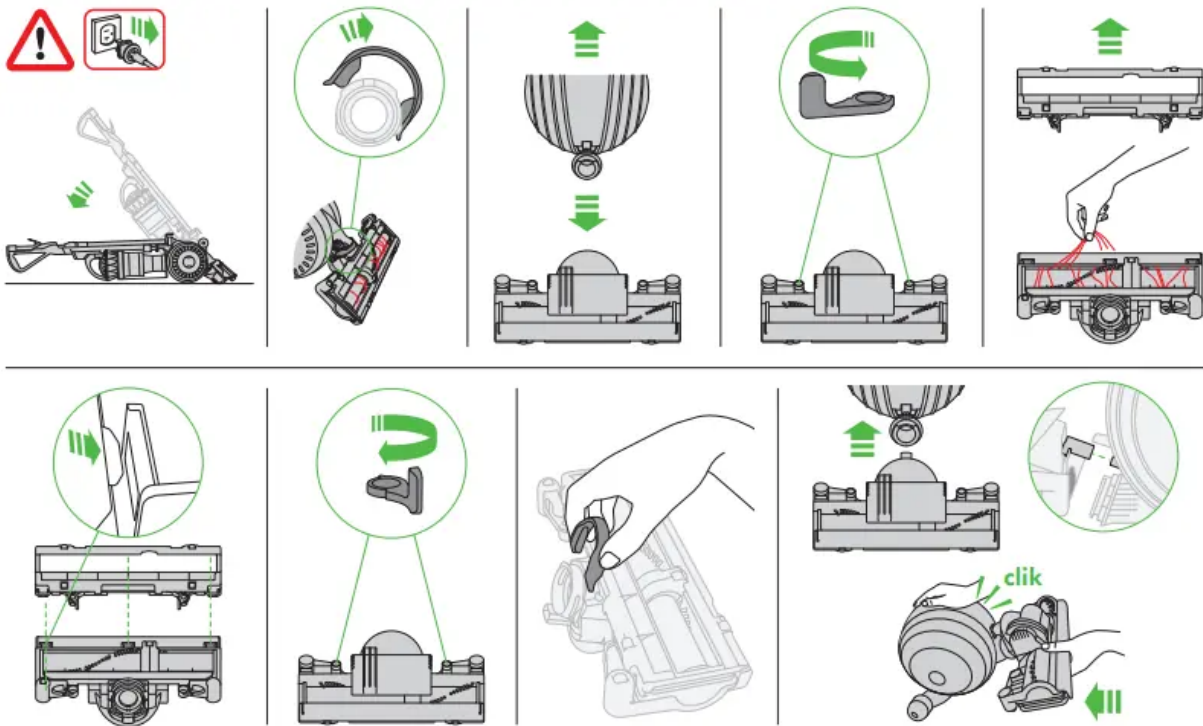


Brush bar – clearing obstructions





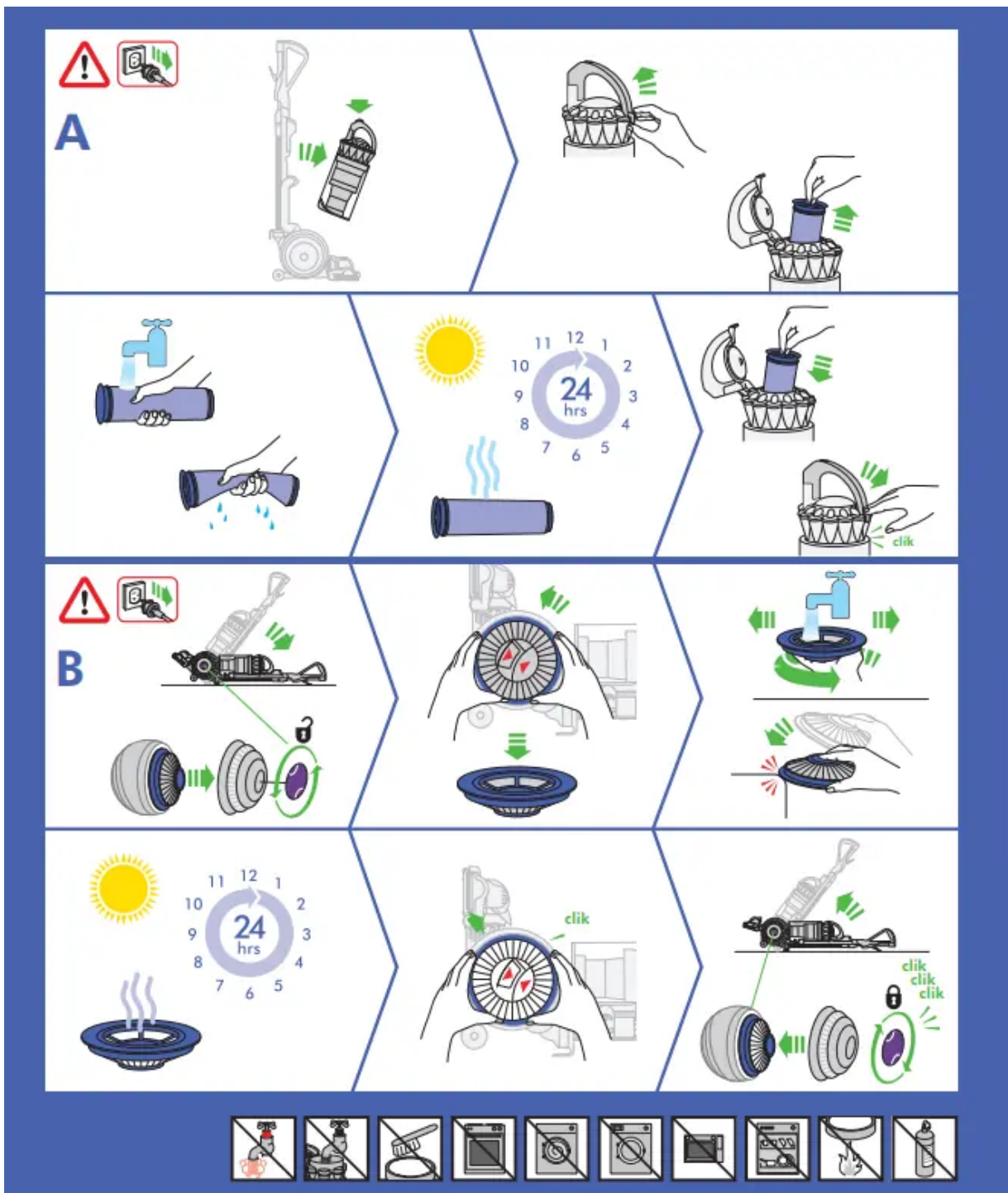
Base plate disassembly + Base plate reassembly



IMPORTANT!

WASH FILTERS

Wash filters with cold water at least every 2 months. The filters may require more frequent washing if vacuuming fine dust or carpet cleaning powders.



## USING YOUR DYSON MACHINE

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

### ASSEMBLY

- Lay the machine on its back.

- Attach the cleaner head by sliding it on to the connections on the lower front part of the ball. Ensure the electrical plug on the cleaner head fits into the twin - block connection on the body of the machine, which is directly above the airway. Push firmly: the cleaner head will click into place.
- Stand the machine up straight.
- Attach the wand handle by sliding it on to the top of the machine. The spring clip in the handle will click into place.
- Ensure the hose is straight. Press the purple button on the hose. Slide the wand into the hose.
- Ensure the wand and hose sit in the recess of the handle. Slide the end of the wand down into the handle to secure it.
- Close the wand cap.
- Slide the tool holder onto the side of the duct as shown.
- Ensure the cyclone and clear bin unit is secured to the main body of the machine.
- Slide the tool holder onto the side of the duct as shown.
- Attach the tools as shown. In use, the tools can be attached to either the hose or the wand.
- Wind the cable around the cable hooks. Secure with the clip.

## OPERATION

- Unwind the cable.
- Plug the machine into the mains electricity supply.
- To switch 'ON' or 'OFF' press the purple power button, located as shown.
- To use, recline the handle. The stabilizer stand will automatically lift up.
- After use, return the machine to the upright position, pushing it firmly into place. The stabilizer wheels will automatically lower.
- Then unplug the machine, coil the cable safely and put the machine away.
- Switch 'OFF' the machine, 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 machine.

## CARPETS OR HARD FLOORS

- The brush bar will always default to 'ON' (spinning) each time you switch the machine '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 machine 'ON'
  - recline the machine
  - 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 machine may damage some carpet types. If you are unsure, turn 'OFF' the brush bar.
    - 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.

## **ATTACHMENTS**

- To release the wand, open the wand cap and pull the purple tube up and away from the handle until it clicks into place.
- Should you wish to use the hose without the wand, follow the above instruction and press the purple button to release the wand from the hose.

## **LOOKING AFTER YOUR DYSON MACHINE**

- Do not carry out any maintenance or repair work other than that shown and described in this Dyson Operating Manual, or advised by the Dyson Helpline.
- Only use parts recommended by Dyson. If you do not this may invalidate your warranty.
- Store the machine indoors. Do not use or store it below 37.4°F (3°C). Ensure the machine is at room temperature before operating.
- Clean the machine only with a dry cloth. Do not use any lubricants, cleaning agents, polishes or air fresheners on any part of the machine.
- 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 plaster dust or flour should only be vacuumed in very small amounts.
- Do not use the machine to pick up sharp hard objects, small toys, pins, paper clips, etc. They may damage the machine.
- 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 minimize any effect from this (small static charge), do not put your hand or insert any object into the clear bin unless you have first emptied it and cleaned it with a damp cloth (see 'Cleaning the clear bin').
- Do not work with the machine above you on the stairs. When cleaning stairs it is recommended that you use a tool on the end of the hose rather than the wand.
- Do not put the machine on chairs, tables, etc.
- Before vacuuming highly polished floors, such as wood or linoleum, 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 purple button on the top of the carrying handle on the cyclone.
- To release the dirt, press all the way down on the same purple button on the top of the carrying handle on the cyclone.
- To minimize 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 machine; it will click into place

– ensure the cyclone and clear bin unit is secure.

## CLEANING THE CLEAR BIN

To separate the cyclone unit from the clear bin press the purple button to open the clear bin base. This exposes a small silver button behind the opening mechanism. Press the silver button and separate the cyclone unit from the clear bin.

- Do not use detergents, polishes or air fresheners to clean the clear bin.
- Do not put the clear bin in a dishwasher.
- Do not immerse the whole cyclone in water or pour water into the cyclones.
- Clean the cyclone shroud with a damp cloth only.
- Ensure the clear bin is completely dry before replacing.

## WASHING YOUR FILTERS

- Your machine has two washable filters, located as shown.
- Check and wash the filters regularly according to instructions to maintain performance.
- Switch 'OFF' and unplug before checking or removing the filters. The filters may require more frequent washing if vacuuming fine dust or carpet cleaning powders.
- 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 cyclone and clear bin (see 'Emptying the clear bin').
- Release the catch on the front of the cyclone handle and then remove the filter.
- Wash the filter with cold water only. Hold under a tap and run water through the open end until the water runs clear. Turn upside down and tap out.
- 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 machine (instructions above)

### FILTER B

- Lay the machine on its side.
- To remove filter B:

– turn the purple central locking dial on the outer cover of the ball counter-clockwise until the cover is released

- lift off the cover
- turn the filter one-quarter counter-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 gray in color.
  - To refit filter B:
- refit the filter on to the ball
- secure the filter by turning it clockwise so the 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.

## **BLOCKAGES – THERMAL CUT-OUT**

- This machine is fitted with an automatically resetting thermal cut-out.
- If any part becomes blocked the machine may overheat and automatically cut-out.
- If this happens, follow the instructions below in 'Looking for blockages'.
- NOTE: Large items may block the tools or wand inlet. If this happens, do not operate the wand release catch. Switch 'OFF' and unplug. Failure to do so could result in personal injury

## **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 purple 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 machine by pressing the silver tab on the base of the hose – you can see it from the front of the machine.
- 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 silver tab faces the front of the appliance. Push the hose on. It will click into place. To refit the wand follow the instructions 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 hose. Hold and slide the silver cuff out. Check thoroughly for blockages and slot back into place.
- Beware of sharp objects when checking for blockages.
- To look for blockages in the ball, open the clear plastic inlet on the top.
- Refit all parts securely before using.
- Clearing blockages is not covered by your warranty.

## **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 Helpline or visit the website. Clearing brush bar obstructions is not covered by your warranty

## **BASE PLATE – DISASSEMBLY/REASSEMBLY**

- Switch 'OFF' and unplug before proceeding. Failure to do so could result in personal injury.
- Lay the machine on its front.

- Detach the silver 'C' clip which is on the connection between the cleaner head and the machine. It is quite firm, but do not pull it off roughly. Use a constant, firm pressure.
- Pull the cleaner head away from the machine. Use a constant, firm pressure.
- At each end of the cleaner head there are 2 silver levers: – swing them out at right angles – 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 push both silver levers back into position so they are flush with the surface of the cleaner head.
- Refit the silver 'C' clip onto the cleaner head. The flatter edge of the clip fits against the cleaner head. It is easier to slide one lug into its slot before the other.
- Lay the machine on its back.
- Attach the cleaner head by sliding it on to the connections on the lower front part of the ball. Ensure the electrical plug on the cleaner head fits into the twin - block connection on the body of the machine, which is directly above the airway. Push firmly: the cleaner head will click into place.

## **DISPOSAL INFORMATION**

- Dyson products are made from high grade recyclable materials. Recycle where possible.

## **ONLINE SUPPORT**

For online help, general tips, videos and useful information about Dyson. [www.dyson.com/up20supportvideos](http://www.dyson.com/up20supportvideos) [www.dyson.com/support](http://www.dyson.com/support)

## **DYSON CUSTOMER CARE**

- THANK YOU FOR CHOOSING TO BUY A DYSON MACHINE
- If you have a question about your Dyson machine, call the Dyson Helpline with your serial number and details of where and when you bought the machine. Most questions can be solved over the phone by one of our Dyson Helpline staff.
- If your Dyson machine needs service, call the Dyson Helpline so we can discuss the available options. If your Dyson machine is under warranty, and it is a covered repair, it will be repaired at no cost.

## PLEASE REGISTER AS A DYSON MACHINE OWNER

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

- Online at [www.dyson.com](http://www.dyson.com)
- Telephone the Dyson Helpline on 1-866-277-4649
- Complete the enclosed form and post it to us. This will confirm ownership of your Dyson machine in the event of an insurance loss, and enable us to contact you if necessary. By registering online or by phone you will:
  - Protect your investment with a five year parts and labor warranty
  - Receive helpful tips on using your machine.
  - Be the first to hear about our latest inventions.
  - Registering only takes a few minutes and all you need is your serial number.

## 5 YEAR LIMITED PARTS AND LABOR WARRANTY

TERMS AND CONDITIONS OF THE DYSON 5 YEAR PARTS AND LABOR WARRANTY

### WHAT IS COVERED

Your Dyson machine is warranted against original defects in materials and workmanship for a period of 5 years from the date of purchase, when used for normal domestic purposes in accordance with the Dyson Operating Manual. Please retain your proof of purchase. If you do not have your proof of purchase, your warranty will start 90 days after the date of manufacture, according to Dyson's records. This warranty provides, at no extra cost to you, all labor and parts necessary to ensure your machine is in proper operating condition during the warranty period. The replacement of any part of your machine under warranty will not extend the period of warranty. Any parts which are returned and replaced by Dyson will become the property of Dyson. Please call the Dyson Helpline at 1-866-277-4649 for more information. This limited warranty is subject to the following terms:

### WHAT IS NOT COVERED

Dyson shall not be liable for costs, damages or repairs incurred as a result of, due to, or from: • Purchases of machines from unauthorized dealers.

- Careless operation or handling, misuse, abuse and/or lack of maintenance or use not in accordance with the Dyson Operating Manual.
- Use of the machine other than for normal domestic purposes within the United States, e.g. for commercial or rental purposes.

- Use of parts not in accordance with the Dyson Operating Manual.
- Use of parts and accessories other than those produced or recommended by Dyson.
- Faulty installation (except where installed by Dyson).
- Repairs or alterations carried out by unauthorized parties or agents
- Clearing blockages from your machine or washing of the filter.
- Normal wear and tear, including normal wearing parts, such as clear bin, belt, filter, brush bar, hose assembly and power cord (or where external damage or abuse is diagnosed), carpet or floor damage due to use not in accordance with manufacturer's instructions or failure to turn the brush bar off when necessary.
- Damage as a result of use not in accordance with the rating plate.
- Use of this machine on rubble, ash, plaster, drywall, liquids, or wet surfaces.
- Additionally, this limited warranty does not apply to any machine that has had the serial number altered or removed. If you are in any doubt as to what is covered by your warranty, please contact Dyson.

## **WARRANTY LIMITATIONS AND EXCLUSIONS**

- Any implied warranties relating to your machine including but not limited to warranty of merchantability or warranty of fitness for a particular purpose, are limited to the duration of this warranty. This limitation is not allowed by some States and so this limitation may not apply to you.
- Your remedy for breach of this warranty is limited to the warranty service described below. Dyson will not be liable for any consequential damages or incidental damages you may incur in connection with your purchase and use of your machine. This limitation is not allowed by some States and so this limitation may not apply to you.
- This limited warranty gives you specific legal rights. You may also have other rights which vary by State.
- This limited warranty is not transferable.

## **WARRANTY SERVICE**

- Please fill out and return the Warranty Form, or register online at [www.dyson.com](http://www.dyson.com)
- Before service can take place, the terms of the warranty require that you contact the Dyson Helpline with your model name/number, serial number, date and place of purchase.
- Please keep your purchase receipt in a safe place to ensure you have this information.
- All work will be coordinated by Dyson or its authorized agents.

- Any replaced defective parts will become the property of Dyson.
- Service under this warranty will not extend the period of this warranty. If your machine is not functioning properly, please call the Dyson Helpline at 1-866-277-4649. Most issues can be rectified over the telephone by our trained Customer Care staff.

## IMPORTANT DATA PROTECTION INFORMATION

- If you choose to opt-in to receive communications from us, your details will be held by Dyson or others on behalf of Dyson so that we can assist you more quickly with our Dyson Helpline. From time to time, Dyson may send you special offers and news of our latest innovations.
- For more information about our data collection practices, please refer to the Dyson privacy policy at [www.dyson.com/privacy](http://www.dyson.com/privacy)

## IMPORTANT SAFETY INSTRUCTIONS

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

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

### WARNING

These warnings apply to the machine, 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 machine 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 machine 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 machine.
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 use to pick up water.
6. Do not handle any part of the plug or machine with wet hands.

7. Do not use with a damaged cord or plug. If the supply cord is damaged it must be replaced by Dyson, its service agent or similarly qualified persons in order to avoid a hazard.
8. If the machine 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 Helpline.
9. Contact the Dyson Helpline when service or repair is required. Do not disassemble the machine as incorrect reassembly may result in an electric shock or fire.
10. Do not stretch the cord or place the cord under strain. Keep the cord away from heated surfaces. Do not close a door on the cord, or pull the cord around sharp edges or corners. Arrange the cord away from traffic areas and where it will not be stepped on or tripped over. Do not run over the cord.
11. Do not unplug by pulling on the cord. To unplug, grasp the plug, not the cord. The use of an extension cord is not recommended.
12. Do not use to pick up flammable or combustible liquids, such as gasoline, or use in areas where they or their vapors 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. 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 cord when not in use.
18. Do not use without the clear bin and filter in place.
19. Do not leave the machine when plugged in. Unplug when not in use and before servicing.
20. Do not pull or carry by cord or use cord as a handle.
21. Use extra care when cleaning on stairs. Do not work with the machine above you on the stairs.
22. Turn off all controls before unplugging. Unplug before connecting any tool or accessory. These warnings apply to the machine, and also where applicable, to all tools, accessories, chargers or mains adaptors.
23. FIRE WARNING – Do not apply any fragrance or scented product to the filter(s) of this machine. The chemicals in such products are known to be flammable and can cause the machine to catch fire.

24. WARNING: This product contains chemicals known to the State of California to cause cancer, birth defects or other reproductive harm. Wash hands after handling

## **READ AND SAVE THESE INSTRUCTIONS**

THIS DYSON MACHINE IS INTENDED FOR HOUSEHOLD USE ONLY

### **POLARIZATION INSTRUCTIONS**

To reduce the risk of electric shock, this machine has a polarized plug (one blade is wider than the other) as a safety feature. This plug will fit in a polarized outlet only one way. If the plug does not fit fully in the outlet, reverse the plug. If it still does not fit, contact a qualified electrician to install the proper outlet. Do not attempt to defeat this safety feature and do not change the plug in any way

#### **Warning**

This content is compiled from multiple sources and is provided for reference purposes only. It may not be complete or fully applicable to all situations. If you are unable to resolve your issue, please contact the product manufacturer or an authorized service provider for official support.