

Please take a few moments to answer our questions. They will help us develop new products for the future.

1 Do you own any other air movement products?

- Air conditioner
- Ceiling fan
- Pedestal fan
- Humidifier
- No (please go to question 3)
- Fan heater
- Other, please specify \_\_\_\_\_
- Table fan
- Tower fan
- Floor fan
- Air purifier

2 Which brand of fan are you replacing or adding to?

- Dyson
- Mistral
- Dimplex
- IXL
- Other, please specify \_\_\_\_\_
- Heller
- Coral Breeze
- Sunbeam
- Don't know

3 Why did you choose to buy a Dyson fan?

(Please rate each statement on a scale of 1 to 5, 1 being the least important and 5 the most important).

	1	2	3	4	5
Dyson reputation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Smooth, powerful airflow	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Previous experience of Dyson	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Features	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Easy to clean	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Price/special offer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Store staff recommendation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Latest model/technology	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Aesthetics	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Friend/family recommendation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4 Where did you first hear about Dyson fans?

- From friends and family
- From a TV/magazine/internet advert
- Saw it in a store catalogue
- Saw it in a store
- Recommended by salesperson
- Online blog/review article
- Email from Dyson

5 Where did you look for additional information?

- Dyson website
- Online reviews and forums
- Retail staff
- Retail catalogue
- No additional research was done

6 Do you own other Dyson products?

- Vacuum cleaner
- Handheld
- Handstick
- Fan
- No

7 Where do you intend to use the Dyson fan? (Please tick as many boxes as applicable)

- Bedroom
- Lounge
- Dining room
- Kitchen
- Study
- Other, please specify \_\_\_\_\_

8 What is your household income?

- Less than \$45,000
- Between \$45,000 – \$75,000
- Between \$75,000 – \$100,000
- Over \$100,000

9 To which age group do you belong?

- 16 – 24
- 25 – 34
- 35 – 44
- 45 – 54
- 55 – 64
- 65+

10 Would you recommend a Dyson fan to your friends and family?

- Yes
- No

11 Do you have children?

- Under 5 years
- 5+ years
- No children
- Children no longer at home
- Pregnant

12 Which best describes your home?

- Up to 2 beds
- 3-4 beds
- More than 4 beds

### BATTERY REPLACEMENT

- CAUTION:**
- Switch 'OFF' and unplug the machine before replacing the battery.
- Do not install backwards or short circuit the battery.
- Do not attempt to dismantle or recharge the battery. Keep it away from fire.
- Do not directly handle a leaking battery.
- Carefully follow all instructions and warnings provided with the new battery.

### 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 fan 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 fan 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

- Terms and conditions of your Dyson 2 year guarantee.
- The Dyson guarantee becomes effective from the date of purchase.
- All work will be carried out by Dyson Appliances (Aust) Pty Ltd., Avery Robinson Ltd. (NZ), Singapore's authorised agent - Service @Home Pte Ltd. Indonesia's authorised agent. PT Higienis Indonesia or their authorised agents.
- Any parts replaced will become the property of Dyson Appliances (Aust) Pty Ltd., Avery Robinson Ltd. (NZ), Dyson Singapore Pte Ltd. or PT Higienis Indonesia.
- The repair and replacement of the fan under Dyson guarantee will not extend the Dyson guarantee period.
- The Dyson guarantee provides benefits which are additional to, and do not affect, your statutory rights and remedies as a consumer.
- You must provide proof of (both the original and any subsequent) delivery/purchase before any work can be carried out on your Dyson fan. 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 and replacement of the fan if it is found to be defective due to faulty materials, workmanship or function within 2 years of purchase (if any part is no longer available or out of manufacture, Dyson will replace it with a functional replacement part).

### WHAT IS NOT COVERED

- Under your Dyson guarantee, Dyson shall not be liable for costs of repair or replacement of a product incurred as a result of:
  - Normal wear and tear.
  - Accidental damage, faults caused by negligent use or care, neglect, careless operation or handling of the fan which is not in accordance with this manual.
  - Damage as a result of use not in accordance with the rating plate.
  - Blockages – please refer overleaf for details on how to unblock the fan.
  - Use of parts and accessories other than those produced or recommended by Dyson.
  - Damage from external sources such as transit, weather, electrical outages or power surges.
  - The reduction in battery discharge time due to battery age or use.
  - Repairs or alterations carried out by parties other than Dyson or its authorised agents.
  - Failures caused by circumstances outside Dyson's control.
- If your Dyson guarantee does not apply, you may have statutory rights and remedies available to you as a consumer.

If you are in doubt as to what is covered by your Dyson guarantee, please call the Dyson Customer Care Helpline on:  
 Australia 1800 239 766  
 New Zealand 0800 397 667  
 Singapore 7000 435 7546  
 Indonesia 021 707 39766

Remember: Always disconnect plug from mains before inspecting for problems. If the fan will not operate, first check the mains socket has electricity supply and that the plug is properly inserted into the socket.

### REGISTERING YOUR DYSON GUARANTEE

- To help us ensure you receive prompt and efficient service, please register as a Dyson fan owner. There are three ways to do this:
  - Online (Australia and New Zealand only)  
 AU: [www.dyson.com.au/register](http://www.dyson.com.au/register)  
 NZ: [www.dyson.co.nz/register](http://www.dyson.co.nz/register)
  - By calling the Dyson Customer Care Helpline.
  - By completing and returning the enclosed form to us by mail. This will confirm ownership of your Dyson fan in the event of an insurance loss, and enable us to contact you if necessary.

### DYSON CUSTOMER CARE

If you have a query about your Dyson fan call the Dyson Customer Care Helpline and quote your serial number, or contact us via the Dyson website. The serial number can be found on the rating plate which is on the base of the product. Most queries can be solved over the phone by one of our Dyson Customer Care Helpline staff.

If your Dyson fan needs servicing, call the Dyson Customer Care Helpline to discuss the available options.

To enable us to carry out work on your Dyson fan, please contact the Dyson Customer Care Helpline to obtain a reply paid address in your state (available in Australia only).

If your fan 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 fan and any associated delivery charges (both to and from us) will be at your cost, subject to your statutory rights and remedies as a consumer.

### DYSON CUSTOMER CARE DETAILS

If there are any queries, please call the Dyson Customer Care Helpline  
 AU: 1800 239 766  
 (Mon-Fri 8:00am to 6:00pm EST, Sat-Sun 8:30am to 4:00pm EST)  
[www.dyson.com.au](http://www.dyson.com.au)  
 NZ: 0800 397 667 (Mon-Fri 8:30am to 5:00pm)  
[www.dyson.co.nz](http://www.dyson.co.nz)  
 SG: 7000 435 7546 (Mon-Fri 9:00am to 6:00pm)  
[www.dyson.com.sg](http://www.dyson.com.sg)  
 ID: 021 707 39766 (Mon-Fri 9:00am to 5:00pm)  
[www.dyson.co.id](http://www.dyson.co.id)

### ABOUT YOUR PRIVACY

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

### 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 it is disposed of. Dispose or recycle the battery in accordance with local ordinances or regulations.

When your Dyson fan reaches the end of its life, we are responsible for its safe disposal. You can send your old Dyson fan 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 fan.
2. Take your package to your local post office and send to the address below:

Dyson We Recycle  
 Reply Paid 83215  
 Dyson Service Centre  
 Unit 6 & 7, 7-11 Parraweena Rd  
 Taren Point, NSW 2229.

### PRODUCT INFORMATION

Product weight 4.32kg.  
 Please note: Small details may vary from those shown.



#### Dyson Customer Care

If you have a query about your Dyson fan, call the Dyson Customer Care Helpline with your serial number and details of where and when you bought the fan, or contact us via the Dyson website. The serial number can be found on the rating plate which is on the base of the product.

#### AU Dyson Customer Care

[customercare@dyson.com.au](mailto:customercare@dyson.com.au)  
 1800 239 766  
 Dyson Appliances (Aust) Pty Ltd.,  
 PO Box 2835,  
 Taren Point, NSW 2229,  
 Australia  
[www.dyson.com.au](http://www.dyson.com.au)

#### NZ Dyson Customer Care

[dyson@averyrobinson.co.nz](mailto:dyson@averyrobinson.co.nz)  
 0800 397 667  
 Avery Robinson Ltd.,  
 Unit F, 151D Marua Road,  
 Ellerslie, Auckland 1051,  
 New Zealand  
[www.dyson.co.nz](http://www.dyson.co.nz)

#### SG Dyson Customer Care

[singapore@dyson.com](mailto:singapore@dyson.com)  
 7000 435 7546  
 Service @ Home Pte. Ltd.,  
 2 Leng Kee Road, #04-09A Thye Hong Centre,  
 Singapore 159086  
[www.dyson.com.sg](http://www.dyson.com.sg)

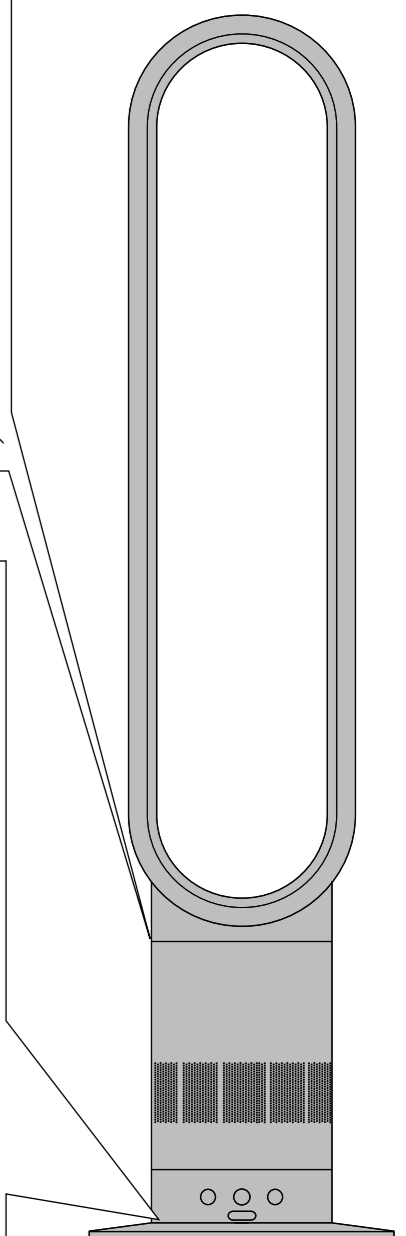
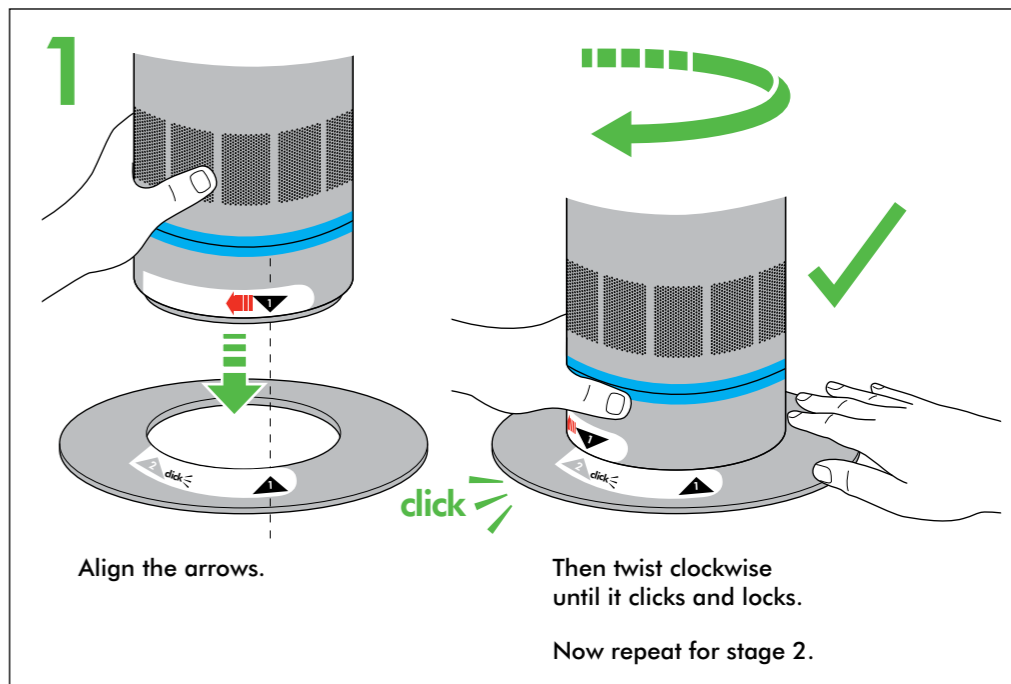
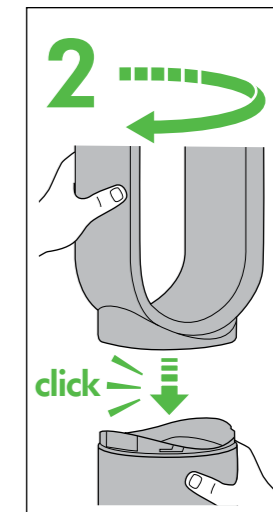
#### ID Dyson Customer Care

[service@higienis.com](mailto:service@higienis.com)  
 021 707 39766  
 PT. Higienis Indonesia  
 Permata Plaza Top Floor, TF-04,  
 Jl. M. H. Thamrin Kav. 57,  
 Jakarta 10350  
 Indonesia  
[www.dyson.co.id](http://www.dyson.co.id)

[www.dyson.com](http://www.dyson.com)

## ASSEMBLY

Do not allow the machine to twist at the blue tape. Allowing the machine to twist at the blue tape may result in accidental damage. Remove blue tape and clear film once the machine is assembled.



**REGISTER  
YOUR DYSON 2 YEAR  
GUARANTEE TODAY**



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

If you have a query about your Dyson fan, call the Dyson Customer Care Helpline quoting the serial number and details of where and when you bought the fan. The serial number can be found on the rating plate which is on the base of the product.

Most queries can be solved over the phone by one of our Dyson Customer Care Helpline staff (details below). Visit our website to register your Dyson full parts and labour guarantee online (Australia and New Zealand only).  
 AU: [www.dyson.com.au/register](http://www.dyson.com.au/register)  
 NZ: [www.dyson.co.nz/register](http://www.dyson.co.nz/register)

## IMPORTANT SAFETY INSTRUCTIONS

READ ALL INSTRUCTIONS BEFORE USING THIS APPLIANCE

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

### WARNING

THE FAN AND THE REMOTE CONTROL BOTH CONTAIN MAGNETS.

1. Pacemakers and defibrillators may be affected by strong magnetic fields. If you or someone in your household has a pacemaker or defibrillator, avoid placing the remote control in a pocket or near to the device.
2. Credit cards and electronic storage media may also be affected by magnets and should be kept away from the remote control and the top of the fan.

### WARNING

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

1. This fan 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 the appliance safely.
2. Young children should be supervised to ensure that they do not play with the fan.
3. The loop amplifier and base must be fitted securely before operating this fan. Do not dismantle the fan or use without the loop amplifier and base fitted.
4. Do not operate any fan with a damaged cable or plug. Discard fan or return to an authorised service facility for examination and/or repair. If the supply cable is damaged, it must be replaced by Dyson, our service agent or similarly qualified persons in order to avoid a hazard.

### 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 (Australia and New Zealand only).  
 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  
 SG 7000 435 7546  
 ID 021 707 39766

**REGISTER BY MAIL**  
 Complete and return the form to Dyson in the envelope supplied.

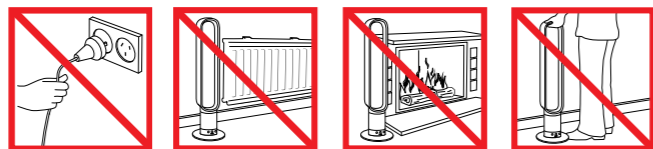
Note your serial number for future reference.



For illustration purposes only.

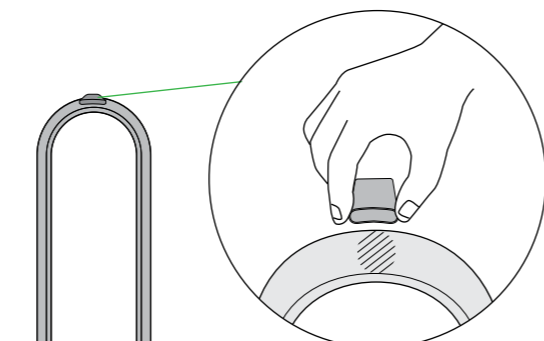
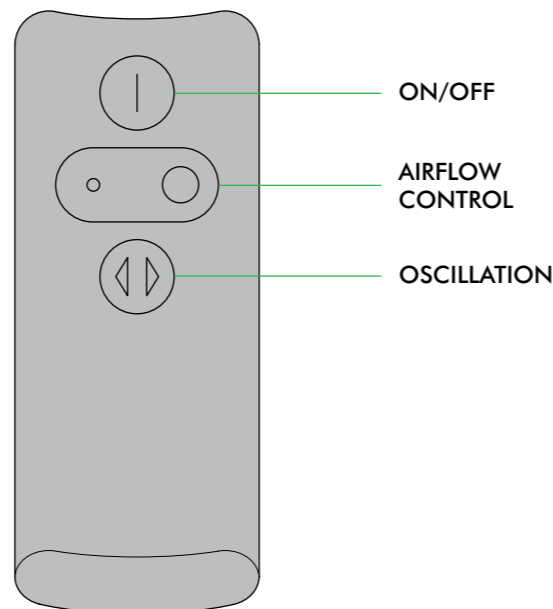
5. If the fan is not working as it should or has been damaged, do not use; contact the Dyson Customer Care Helpline.
6. Do not run the cable under carpeting. Do not cover the cable with throw rugs, runners or similar coverings. Arrange the cable away from traffic areas and where it will not be tripped over.
7. Turn 'OFF' all controls before unplugging. Unplug from outlet when not in use for extended periods. To avoid a tripping hazard, safely coil the cable.
8. Do not unplug by pulling on the cable. To unplug, grasp the plug, not the cable.
9. Suitable for dry locations ONLY. Do not use outdoors or on wet surfaces and do not expose to water or rain.
10. Do not handle plug or fan with wet hands.
11. Do not stretch the cable or place the cable under strain. Keep the cable away from heated surfaces.
12. Do not put any object into openings or the inlet grille. Do not use with any opening blocked; keep free of dust, lint, hair and anything that may reduce airflow.
13. Do not use near furnaces, fireplaces, stoves or other high temperature heat sources.
14. Do not use in conjunction with or directly next to an air freshener or similar products.
15. Do not use any cleaning agents or lubricants on this fan. Unplug before cleaning or carrying out any maintenance.
16. Use only as described in this manual. Do not carry out any maintenance other than that shown in this manual, or as advised by the Dyson Customer Care Helpline.
17. The use of an extension cable is not recommended.
18. Always carry the fan by the body, do not carry it by the loop amplifier.
19. Choking hazard - This remote control unit contains a small battery. Keep the remote control away from children and do not allow them or anyone else to swallow the battery. If the battery is swallowed seek medical advice at once.

## READ AND SAVE THESE INSTRUCTIONS

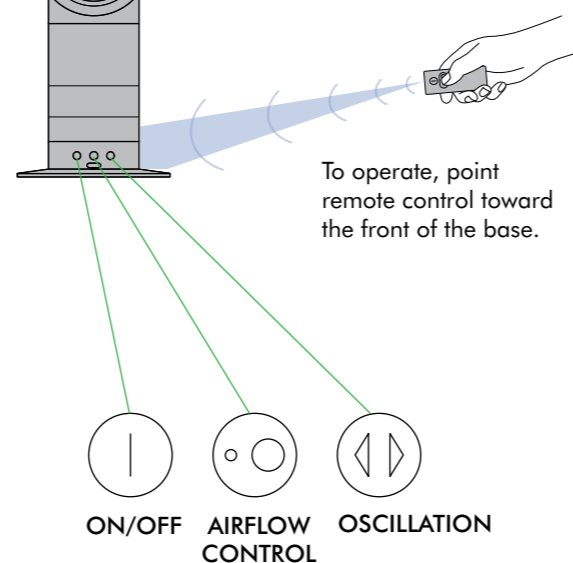


Do not pull on the cable. Do not store near heat sources. Do not use near open flame. Do not carry by the loop amplifier.

### Remote control

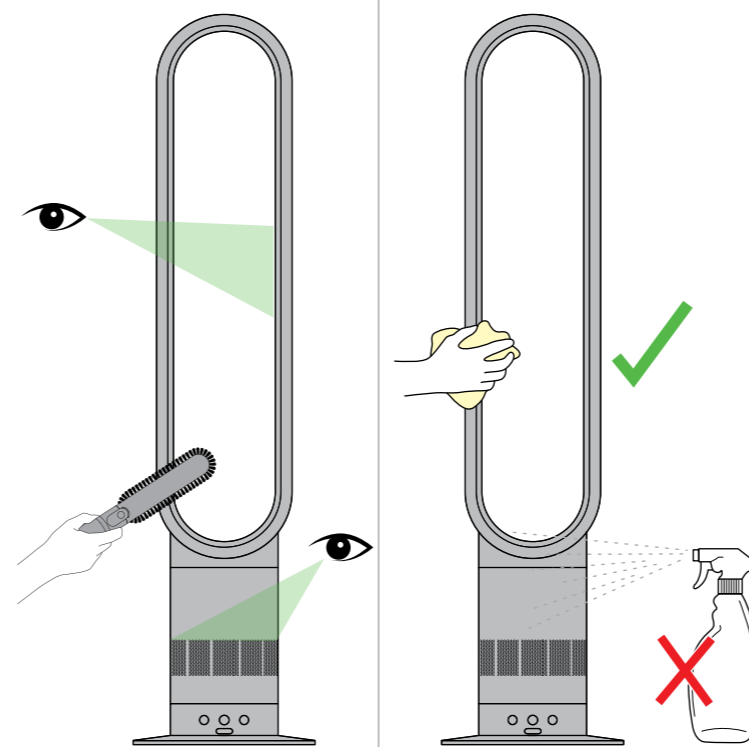


**Magnetic Location**  
 Attach remote to dock with the buttons facing down.



ON/OFF AIRFLOW CONTROL OSCILLATION

### Clearing blockages Cleaning



Look for blockages in the air inlet holes and in the small aperture inside the loop amplifier.

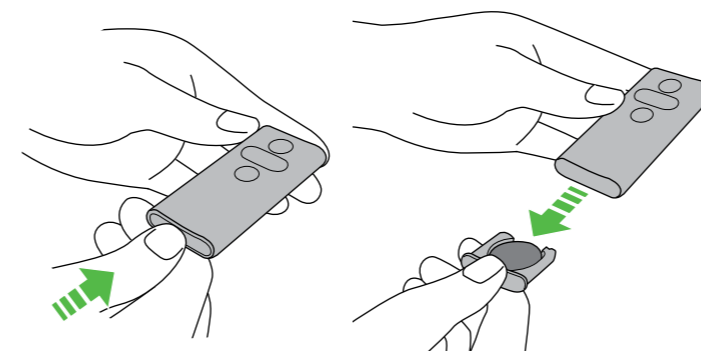
Use a soft brush to remove debris.

To clean, wipe with a dry or damp cloth.

Do not use detergents or polishes to clean the fan.

### Replacing the battery

A blue light on the machine will flash when the remote's buttons are pressed. If the blue light stops flashing, replace the remote's battery. Battery type CR 2032.



Press the end of the remote to release the battery.

dyson

GUARANTEE FORM

Date of purchase  /  /  Country of purchase  Australia  New Zealand  Singapore  Indonesia

Serial number

Title  Surname

First name

Address

Postcode

email

Telephone  Mobile

Store of purchase

**Privacy Act**  
 Dyson may use this information for future marketing and research purposes (including sending commercial electronic messages) and may disclose it to third parties for the purposes of providing the services you have requested or to our business partners or professional advisers. If you wish to access your personal information or see our full privacy policy, please contact us at [customercare@dyson.com.au](mailto:customercare@dyson.com.au). If you do not wish to receive marketing information by these methods from Dyson, please tick this box.

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