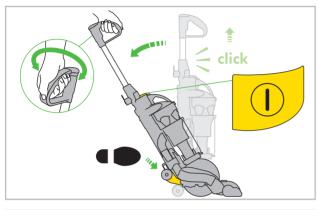
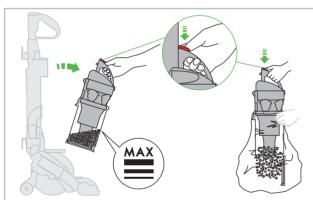
# **OPERATING MANUAL**

# **DC 24**

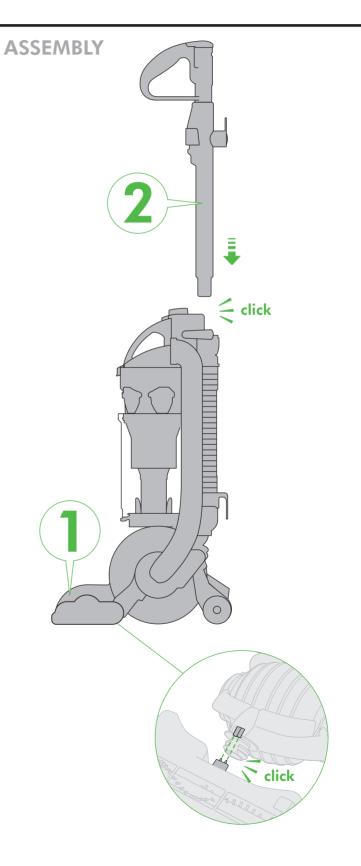






REGISTER
YOUR DYSON
2 YEAR
GUARANTEE
TODAY





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 on page 9 of this Dyson Operating Manual.

If you have a query about your Dyson appliance, call the Dyson Customer Care Helpline with your serial number and details of where and when you bought the appliance. Your serial number can be found on the main body of the vacuum cleaner behind the clear bin.

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

Visit our website to register your Dyson full parts and labour guarantee online (Australia and New Zealand only).

AU: www.dyson.com.au/register NZ: www.dyson.co.nz/register

Note your serial number for future reference



This illustration is for example purposes only.

# 3 EASY WAYS TO REGISTER YOUR DYSON 2 YEAR GUARANTEE







# **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

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

- 1. Do not leave the Dyson appliance when plugged in. Unplug from socket when not in use and before servicing
- 2. Do not use outdoors or on wet surfaces. Suitable for dry locations only. Do not use to pick up water.
- 3. 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 Dyson appliance.
- 4. 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 Dyson appliance to ensure that they can use the Dyson appliance safely.
- 5. Use only as described in this manual. Use only Dyson recommended accessories and replacement parts. Do not carry out any maintenance other than that shown in this manual, or advised by the Dyson Customer Care Helpline. Contact the Dyson Customer Care Helpline when service or repair is required. Do not disassemble the Dyson appliance as incorrect reassembly may result in an electric shock or fire.
- 6. Do not use with a damaged cable or plug. If the Dyson appliance is not working as it should, has been dropped, damaged, left outdoors, or dropped into water, do not use and contact the Dyson Customer Care Helpline. 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. Do not pull or carry by cable, use cable as a handle, close a door on cable, or pull cable around sharp edges or corners. Do not run the Dyson appliance over cable. Keep cable away from heated surfaces. To avoid a tripping hazard wind the cable when not in use.
- 8. Do not unplug by pulling on the cable. To unplug, grasp the plug, not the cable.
- 9. Do not handle the plug or Dyson appliance with wet hands.
- 10. 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.
- 11. Keep hair, loose clothing, fingers, and all parts of 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.
- 12. Turn off all controls before unplugging.
- 13. Use extra care when cleaning on stairs. Do not work with the Dyson appliance above you on the stairs.
- 14. Do not use to pick up flammable or combustible liquids, such as gasoline, or use in areas where they or their vapours may be present.
- 15. Do not pick up anything that is burning or smoking, such as cigarettes, matches, or hot ashes.
- 16. Do not use without the clear bin and filters in place.
- 17. The use of an extension cable is not recommended.

# **READ AND SAVE THESE INSTRUCTIONS**

THIS DYSON APPLIANCE IS INTENDED FOR HOUSEHOLD USE ONLY



Do not pull on the cable.



Do not store near heat sources.



Do not use near naked flame.



Do not run over the cable.



Do not pick up water or liquids



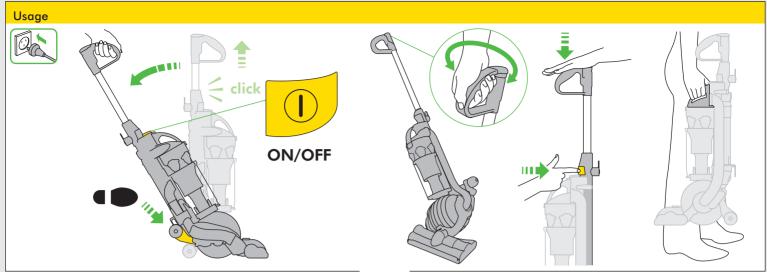
Do not pick up burning objects

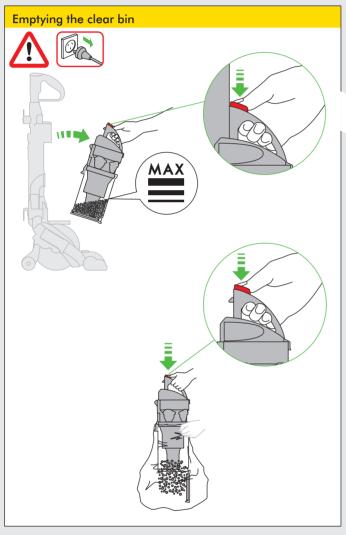


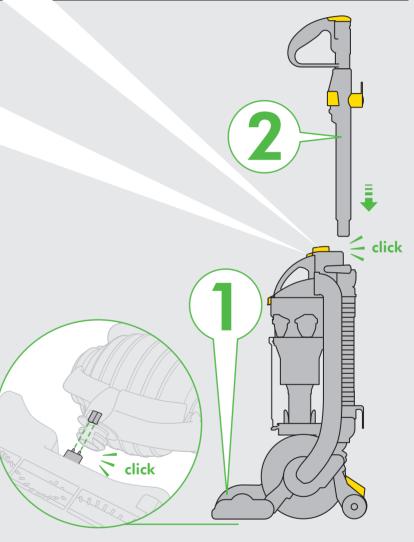
Do not use above you on the stairs.

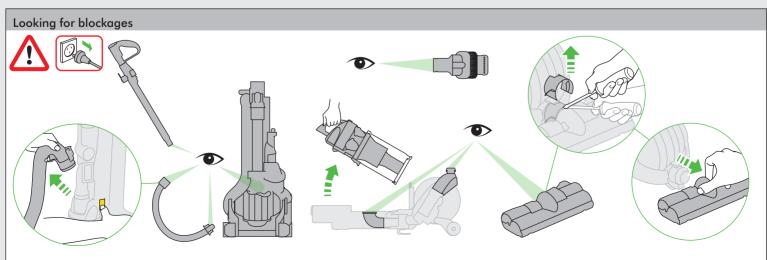


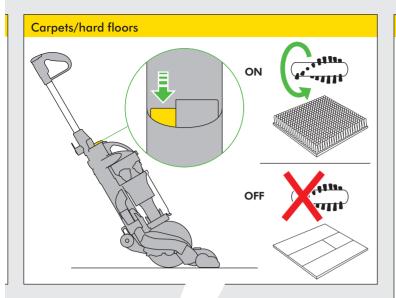
Do not put hands near the brush bar when the appliance is in use.

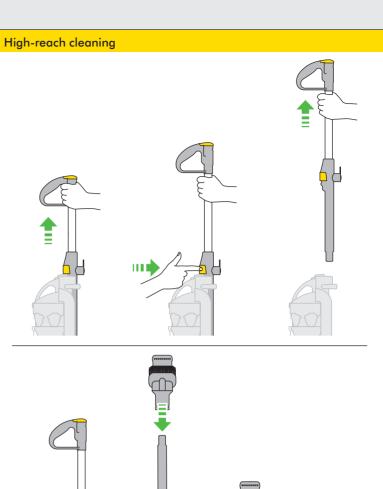


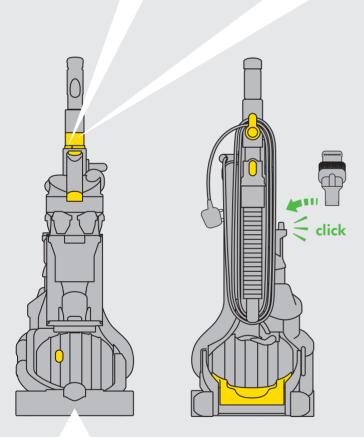


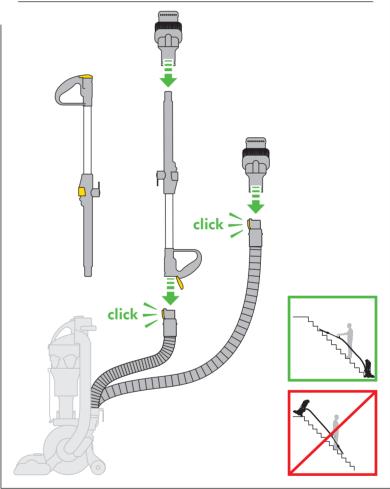


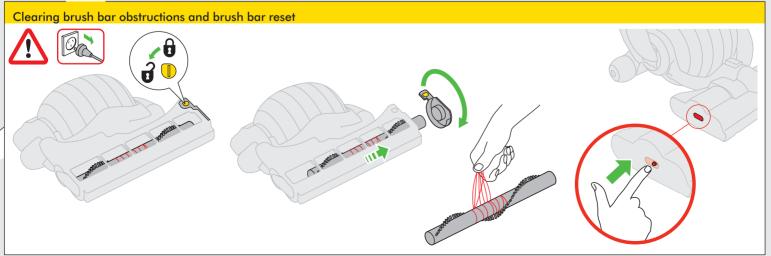








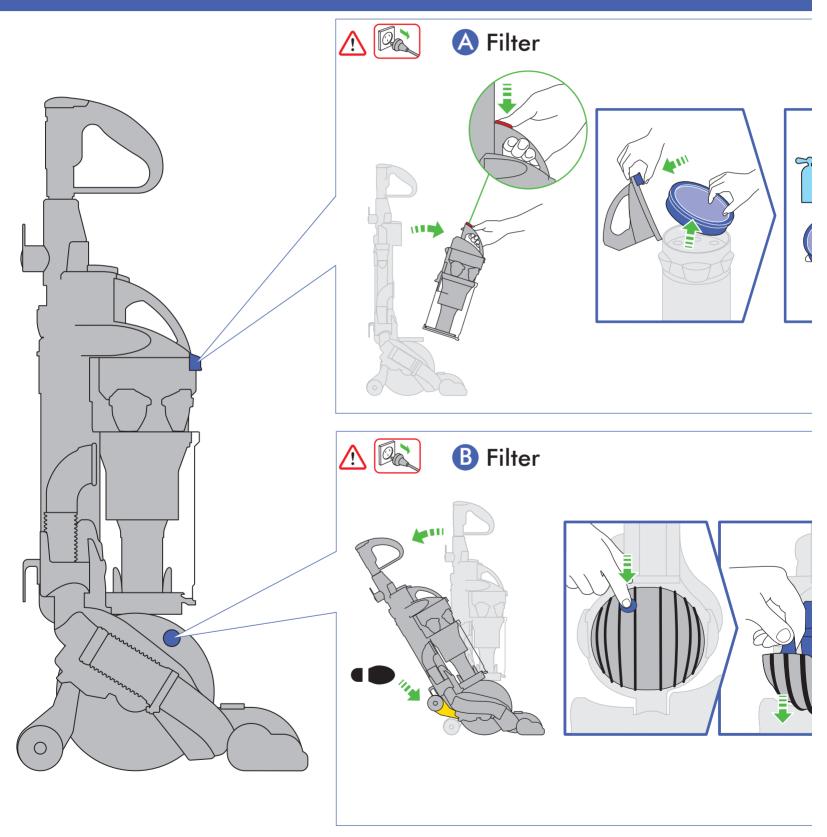




# **IMPORTANT!**

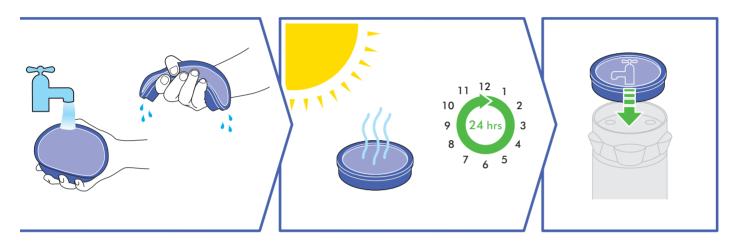
WASH FILTERS

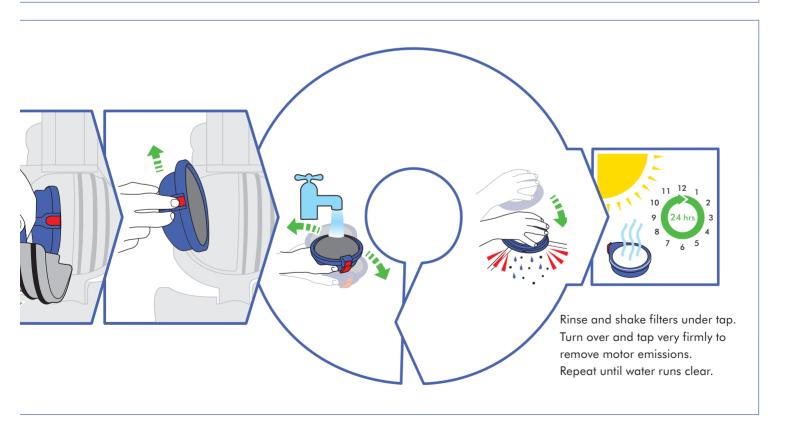




Wash filters with cold water regularly or as required.

Register for a filter wash reminder by email (Australia only): customercare@dyson.com.au







#### **ASSEMBLY**

Lie the appliance flat and push on the cleaner head until it clicks. Stand the appliance up straight, insert wand into hose and push into place until it clicks. Attach tool to the side of the appliance.

# **USING YOUR DYSON APPLIANCE**

Lift handle up until the wand clicks into place. Press foot pedal and recline handle to use. The stabiliser stand will automatically lift up. To switch 'ON', press red power button in front of handle. When finished cleaning, push appliance into an upright position and stabiliser wheels will automatically drop. Use the carrying handle to carry the appliance.

#### CAUTION:

- When returning to the upright position, ensure that the stabiliser wheels are fully engaged before releasing the appliance.
- Do not press the cyclone release button while carrying the appliance or it could fall and cause injury.

- Fine dust such as plaster or flour should only be vacuumed in very small amounts.
- Do not use the appliance to pick up sharp hard objects, such as small toys, pins, paper clips etc
- Consult your flooring manufacturer's recommended instructions before vacuuming and caring for your flooring, rugs and carpets. Some carpets will fuzz if a rotating brush bar is used when vacuuming. If this is the case, we recommend vacuuming in hard floors mode and consulting with your flooring manufacturer.
- If used in a garage when cleaning the car, care should be taken to wipe the soleplate and wheels with a dry cloth after vacuuming to clean off any sand, dirt or pebbles which could damage delicate floors.
- When vacuuming, certain carpets may generate small static charges in the clear bin. These are entirely harmless and not associated with the main supply. To minimise any effect from this, do not put your hand or insert any object into the clear bin unless you have emptied it and rinsed it out with cold water.
- Only use parts recommended by Dyson; failure to do so could invalidate your Dyson guarantee.
- Do not use any lubricants, cleaning agents, polishes or air fresheners on any part of the Dyson appliance.
- This Dyson appliance is fitted with a thermal cut-out. If any part of the appliance becomes blocked the appliance may overheat and automatically shut 'OFF' If this happens, switch 'OFF' and unplug the appliance and allow to cool before attempting to check filters or for blockages. Clear any blockages before restarting.
- Store the appliance indoors. Do not use or store this appliance below 0°C. Ensure that the appliance is at room temperature before operating. Put the appliance away after use with the cable stored safely, to prevent tripping hazards

#### CARPETS/HARD FLOORS

The brush bar will always default to 'ON' (spinning) each time you switch on the appliance and recline it for cleaning. The brush bar will automatically stop if it becomes obstructed. If the brush bar stops during use, please refer to the 'Clearing brush bar obstructions' section on pages 5 and 8.

To switch the brush bar 'OFF' (e.g. for hard floors), recline the appliance and

turn it 'ON', then press the brush bar 'ON/OFF' button – the brush bar will stop

### HIGH-REACH CLEANING

#### CAUTION:

- Powerful suction can cause the hose to 'pull back' please take care.
- To avoid personal injury and to prevent the appliance from falling when cleaning stairs, do not work with the appliance above you on the stairs.

#### **EMPTYING THE CLEAR BIN**

- Empty as soon as the dirt reaches the level of the MAX mark do not overfill. Switch 'OFF' and unplug before emptying the clear bin.
- To remove the cyclone and clear bin unit, press down on the red button at the rear of the carrying handle on the cyclone.
- To release the dirt, press all the way down on the red button at the rear of the carrying handle on the cyclone.

  To minimise dust/allergen contact when emptying:
- - Encase the clear bin tightly in a plastic bag and empty.
  - Remove the clear bin carefully.
  - Seal the bag tightly, dispose as normal
- To refit the clear bin:
  - Close the clear bin base so it clicks into place.
  - Push the cyclone and clear bin unit into the main body of the appliance; it will
  - Ensure the cyclone and clear bin unit are secure.

### CLEANING THE CLEAR BIN

#### CAUTION:

- Remove the cyclone and clear bin (instructions above).
- To separate the cyclone unit from the clear bin press the red button to open the clear bin base. Press the silver button at the rear of the clear bin and separate the cyclone unit from the clear bin.
- Clean the clear bin with cold water only.
- Ensure the clear bin is completely dry before replacing.
- 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 dry cloth or dry brush to remove lint and dust.

- To refit the bin to the cyclone unit:
  - Close the clear bin base so it clicks into place.
  - Fit the cyclone shroud into the clear bin so that the button clicks and engages.
     Push the cyclone and clear bin unit into the main body of the appliance; it will

  - Ensure the cyclone and clear bin unit are secure.

#### WASHING YOUR FILTERS

- Switch 'OFF' and unplug the appliance before removing the filters.
- Ensure filters are completely dry before refitting into the appliance.

- This appliance has two filters, located as shown. It is important to check your filter and wash with cold water regularly or as required, according to instructions, to maintain performance.
- The filter in the ball should be rinsed and tapped out until the water runs clean, then tapped out again to ensure all excess water is removed. Please leave to dry completely for 24 hours.
- It is normal for the filter in the ball to turn grey in colour.
- The filters may require more frequent washing if vacuuming fine dust.
- Do not use detergents to clean the filters.
- Do not put the filters in a dishwasher, washing machine, tumble dryer, oven, microwave or near a naked flame.
- Register for a filter wash reminder by email (Australia only): customercare@dyson.com.au

#### LOOKING FOR BLOCKAGES

#### CAUTION:

- Switch 'OFF' and unplug the appliance before checking for blockages.
- Please ensure the appliance is upright before removing hose or airway inspection parts.
- Beware of sharp objects when clearing blockages.
- Refit all parts of the appliance securely before using.

Clearing blockages is not covered by your appliance's limited Dyson guarantee. If any part of your appliance becomes blocked, it may overheat and then automatically shut 'OFF'. Unplug the appliance and leave to cool down. Clear blockage before restarting.

#### CLEARING BRUSH BAR OBSTRUCTIONS

#### CAUTION:

Switch 'OFF' and unplug the appliance before clearing brush bar obstructions. Failure to do so could result in personal injury.

If your brush bar is obstructed, it may shut 'OFF'. If this happens you will need to

remove the brush bar as shown and clear any obstructing debris

#### **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**

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 your appliance under Dyson guarantee will not extend the Dyson guarantee period.
- The Dyson guarantee provides benefits which are additional to and do not affect your statutory rights and remedies as a consumer.
- You must provide proof of (both 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 augrantee covers:

- The repair or replacement of your appliance if your 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).
- Use of the appliance in the country of purchase.

#### 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 (e.g. fuse, belt, brush bar etc).
- Industrial use of the appliance such as vacuuming gyprock dust or builders dust. This may void your Dyson guarantee.
- Accidental damage, faults caused by negligent use or care, neglect, careless operation or handling of the appliance which is not in accordance with this Dyson Operating Manual.
- Blockages please refer to this Dyson Operating Manual for details of how to
- unblock your appliance.
  Use of the appliance for anything other than normal domestic household 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.
- Damage from external sources such as transit, weather, electrical outages or power surges.
- Failures caused by circumstances outside Dyson's control.
- Repairs or alterations carried out by parties other than Dyson or its authorised agents.

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 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 your appliance will not operate, first check mains socket has electricity supply and the plug is properly inserted into the socket.
- Sucking up certain items such as stockings, clippings of cloth, sizeable pieces of paper etc may block the hose or ducts. Should a blockage occur, refer to the 'Looking for blockages' section in this Dyson Operating Manual (see pages 4
- Never pick up hot cinders or lit cigarette ends
- Do not attempt to pick up water with your appliance. It has not been designed as a wet pick-up cleaner.

## 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 (Australia and New Zealand only)

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

#### DYSON CUSTOMER CARE

THANK YOU FOR CHOOSING TO BUY A DYSON APPLIANCE

- If you have a query about your appliance, call the Dyson Customer Care Helpline and quote your serial number, or contact us via the website. Your serial number can be found on the main body of the appliance behind the
- Most queries can be solved over the phone by one of our Dyson Customer Care Helpline staff.
- If your appliance needs a service, call the Dyson Customer Care Helpline so we can discuss the available options.
- To enable us to carry out work on your Dyson appliance please contact the Dyson Customer Care Helpline to obtain a reply paid delivery address in your state (available in Australia only).
- If your 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 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.

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

www.dvson.co.nz

SG: 7000 435 7546 (Mon-Fri 9:00am to 6:00pm)

www.dyson.com.sg ID: 021 707 39766 (Mon-Fri 9:00am to 5:00pm)

#### **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

#### **DISPOSAL INFORMATION**

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

When your Dyson appliance reaches the end of its life, we are responsible for its safe disposal. You can send your old Dyson appliance back to us (at our cost)

and we will organise for it to be recycled.\*
\*Please note that not all parts are recyclable. Recycling of parts is subject to the capabilities of 3rd party suppliers. Available in Australia only.

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 Unit 6 & 7, 7-11 Parraweena Rd 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.

Register for a filter wash reminder by email (Australia only): customercare@dyson.com.au



#### **Dyson Customer Care**

If you have a query about your Dyson appliance, call the Dyson Customer Care Helpline with your serial number and details of where and when you bought the appliance, or contact us via the Dyson website. The serial number can be found on the main body of the appliance behind the clear bin.

#### AU Dyson Customer Care customercare@dyson.com.au 1800 239 766

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

www.dyson.com.au

#### NZ Dyson Customer Care dyson@averyrobinson.co.nz 0800 397 667

Avery Robinson Ltd., Unit F, 151D Marua Road, Ellerslie, Auckland, 1051 New Zealand www.dyson.co.nz

#### SG Dyson Customer Care 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

#### ID Dyson Customer Care service@higienis.com 021 707 39766

PT. Higienis Indonesia, Permata Plaza Top Floor, TF-04, JJ, M. H. Thamrin Kav. 57, Jakarta 10350 Indonesia www.dyson.co.id

# dyson QUESTIONNAIRE

	ease take a few moments to a ey will help us develop new pi	·			
1	This vacuum cleaner is		6	Do you own other Dyson pr	roducts?
	My first vacuum cleaner ( A replacement vacuum cle An additional vacuum cle	eaner		Handheld Vacuum cleaner No	Fan ☐ Handstick
2	Which brand of vacuum clear to?  Dyson Hoover Miele Vax Volta Other, please specify	aner are you replacing or adding  Electrolux  LG  Nilfisk  Wertheim	7	What is your average hous Less than \$45,000 Between \$45,000 - \$74 Between \$75,000 - \$10 Over \$100,000  Do you have any househol Dog	,999 0,000
3	Why did you choose to buy	a Dyson vacuum cleaner?		No	Other
	(Please rank in order, 1-5. 1	being the most important).	9	Does anyone in your house	ehold suffer from any of the following?
	Dyson reputation Good for pet hair pick-up No loss of suction			Asthma No	Allergies
	Previous experience of Dy		10	To which age group do yo	u belong?
	HEPA filter/benefit for asth	ma and allergy sutterers		16 – 24	25 – 34
	Price/special offer			35 – 44	45 – 54
	Wanted a bagless cleaner			55 – 64	65+
	Store staff recommendation  Picks up more dust than of	on	11	Would you recommend a [ and friends?	Dyson vacuum cleaner to your family
	Latest model/technology Reliability/quality			Yes	No
	Friend/family recommend	lation	12	Do you have children?	
	Other			Pre-school	Aged 5-17 years
4	Where did you first hear abo	out Dyson?		Aged +17 years Pregnant	Children no longer at home No children
	From friends and family				
	Saw it on the internet From TV/a magazine adve	ert	13	Which best describes your h (Tick one from each column	
	Saw it in a store catalogue	•		Own house	Up to 2 beds
	Saw it in a store  Recommended by salespe	rson		Rented house	3-4 beds
5	Where did you look for addit			Own apartment/villa Rented apartment/villa	More than 4 beds
3	Dyson website Online reviews and forum Talked to retail staff Retail catalogue Didn't do any additional re	s		Share accommodation Live with parents	

THANK YOU FOR YOUR TIME

# dyson GUARANTEE FORM

2 year Dyson guarantee – plus option to extend to 5 years.

# Section 1: Dyson 2 year guarantee

Please complete Section 1 to register as a Dyson appliance owner, and return it in the envelope provided. Alternatively, register online (Australia and New Zealand only).

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