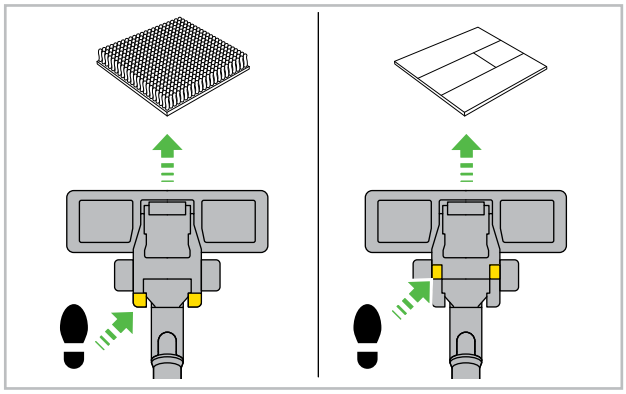
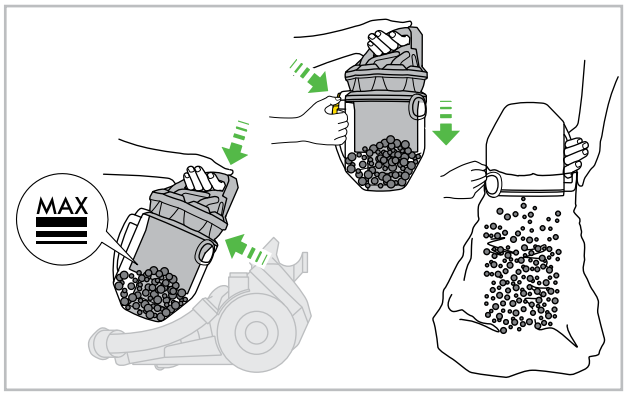
dyson

OPERATING MANUAL

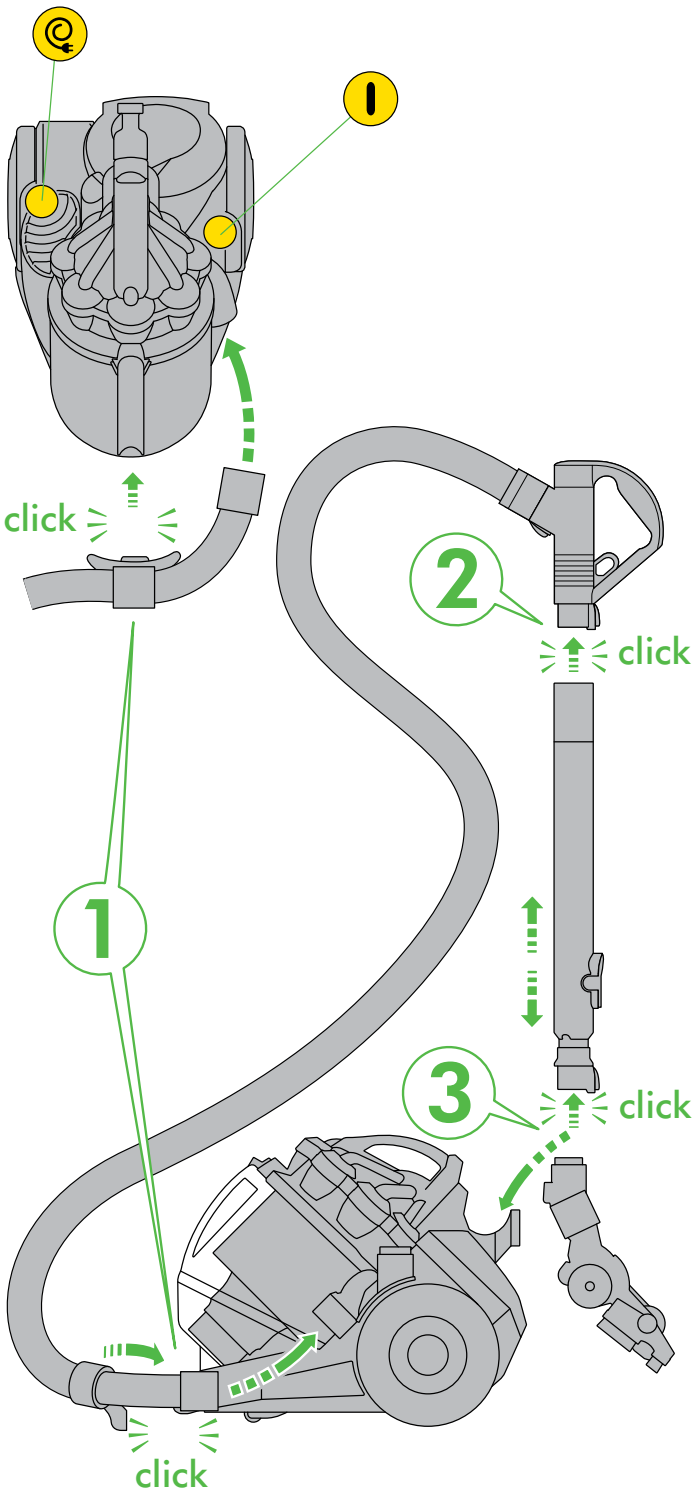
DC 29

DC29 MULTI FLOOR





ASSEMBLY



Your Dyson vacuum cleaner 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 vacuum cleaner, call the Dyson Customer Care Helpline with your serial number and details of where and when you bought the vacuum cleaner. 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

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
NZ: 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.

IMPORTANT SAFETY PRECAUTIONS

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 vacuum cleaner 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 vacuum cleaner.
4. This Dyson vacuum cleaner 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 vacuum cleaner to ensure that they can use the Dyson vacuum cleaner safely.
5. Use only as described in this Dyson Operating Manual. Use only Dyson recommended accessories and replacement parts. Do not carry out any maintenance other than that shown in this Dyson Operating 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 vacuum cleaner as incorrect reassembly may result in an electric shock or fire.
6. Do not use with a damaged cable or plug. If the Dyson vacuum cleaner 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 the cable, use the cable as a handle, close a door on the cable, or pull the cable around sharp edges or corners. Do not run the Dyson vacuum cleaner over the cable. Keep the cable away from heated surfaces. To avoid a tripping hazard rewind the cable when not in use.
8. Always extend the cable to the red line but do not stretch or tug the cable.
9. Do not unplug by pulling on the cable. To unplug, grasp the plug, not the cable.
10. Do not handle the plug or Dyson vacuum cleaner with wet hands.
11. 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.
12. 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.
13. Turn off all controls before unplugging.
14. Use extra care when cleaning on stairs. Do not work with the Dyson vacuum cleaner above you on the stairs.
15. 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.
16. Do not pick up anything that is burning or smoking, such as cigarettes, matches, or hot ashes.
17. Do not use without the clear bin and filter in place.
18. Hold the plug when rewinding onto the cable reel. Do not allow the plug to whip when rewinding.
19. The use of an extension cable is not recommended.

READ AND SAVE THESE INSTRUCTIONS

THIS DYSON VACUUM CLEANER IS INTENDED FOR HOUSEHOLD USE ONLY

Do not pull on the cable.

Do not store near heat sources.

Do not use near naked flame.

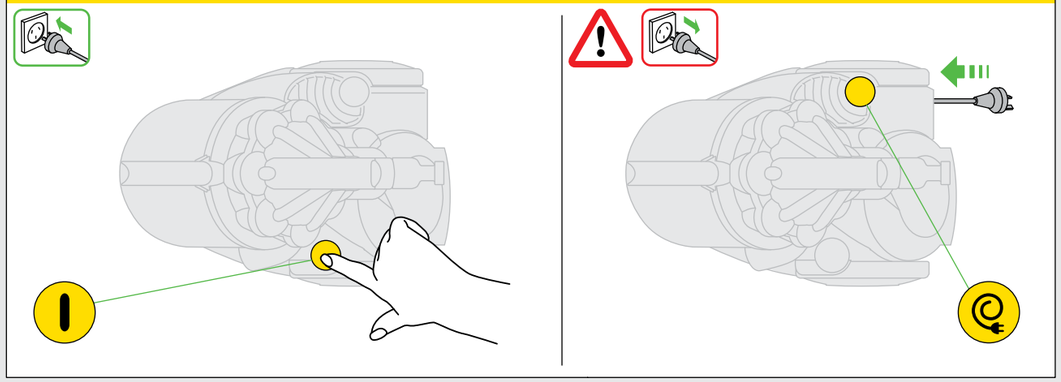
Do not run over the cable.

Do not pick up water or liquids.

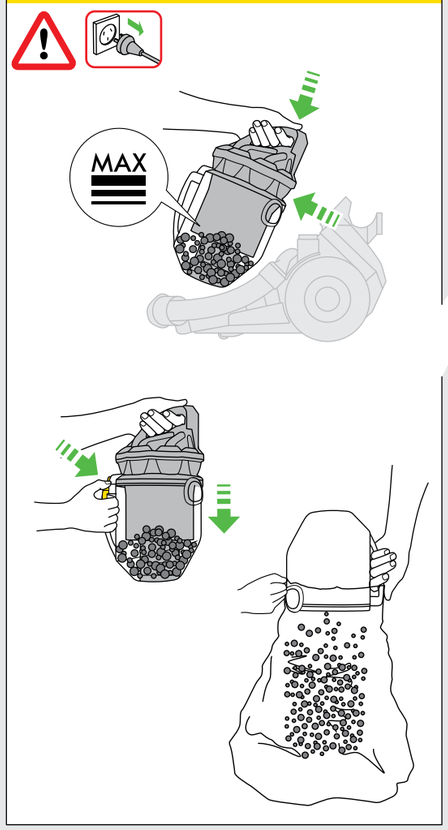
Do not pick up burning objects.

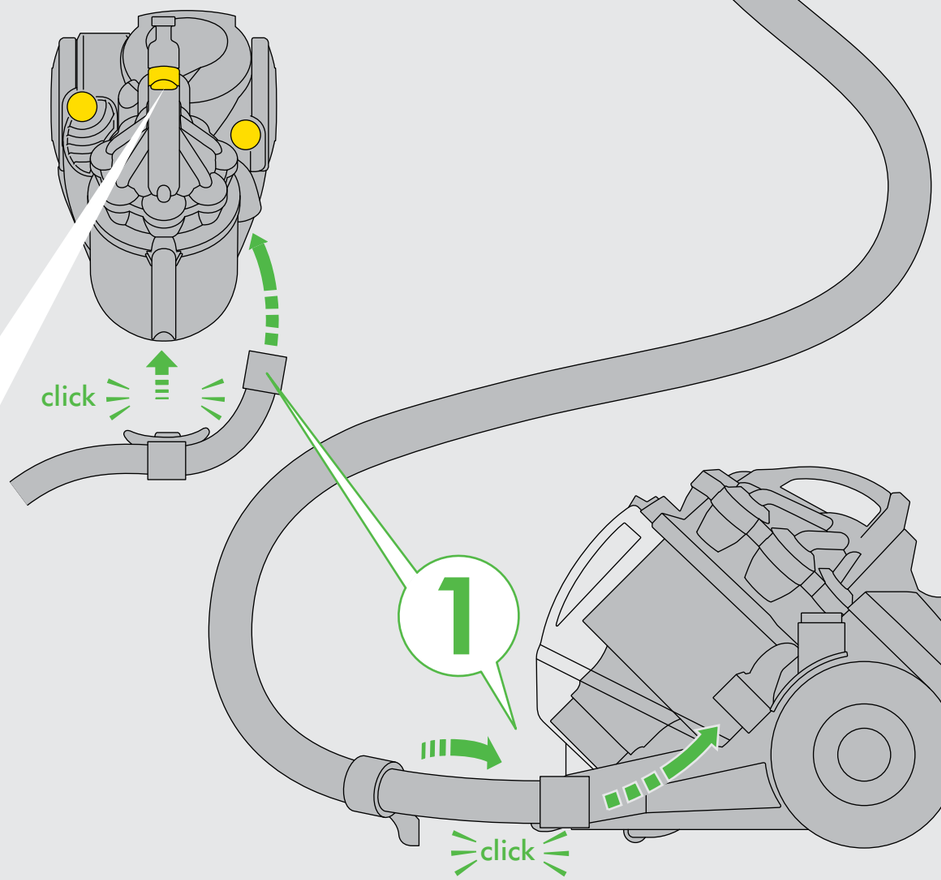
Do not use above you on the stairs.

Power and cable

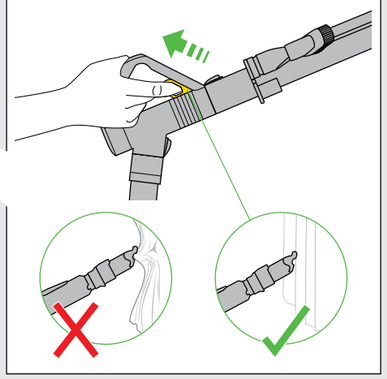


Emptying the clear bin

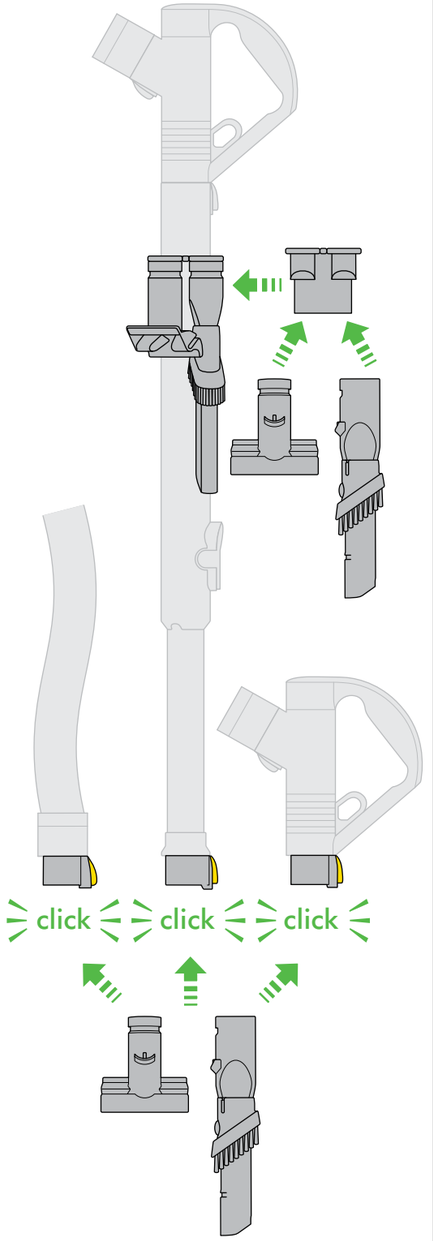




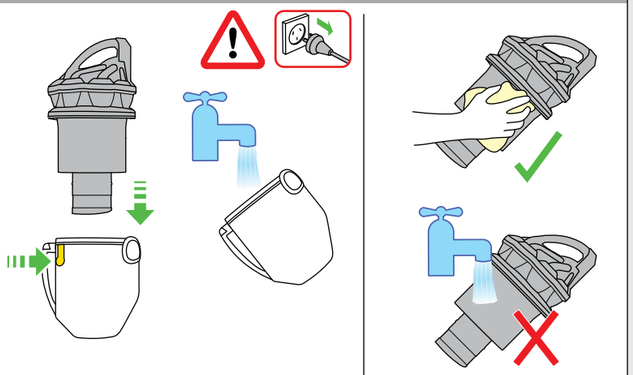
Suction release



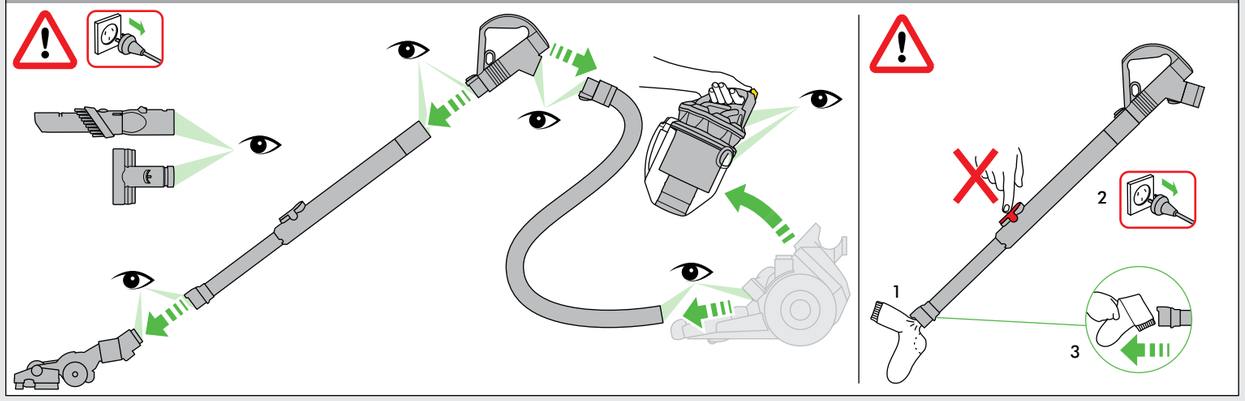
Tool attachments



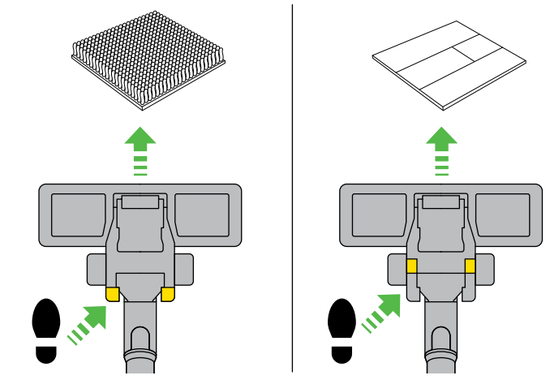
Cleaning the clear bin



Looking for blockages



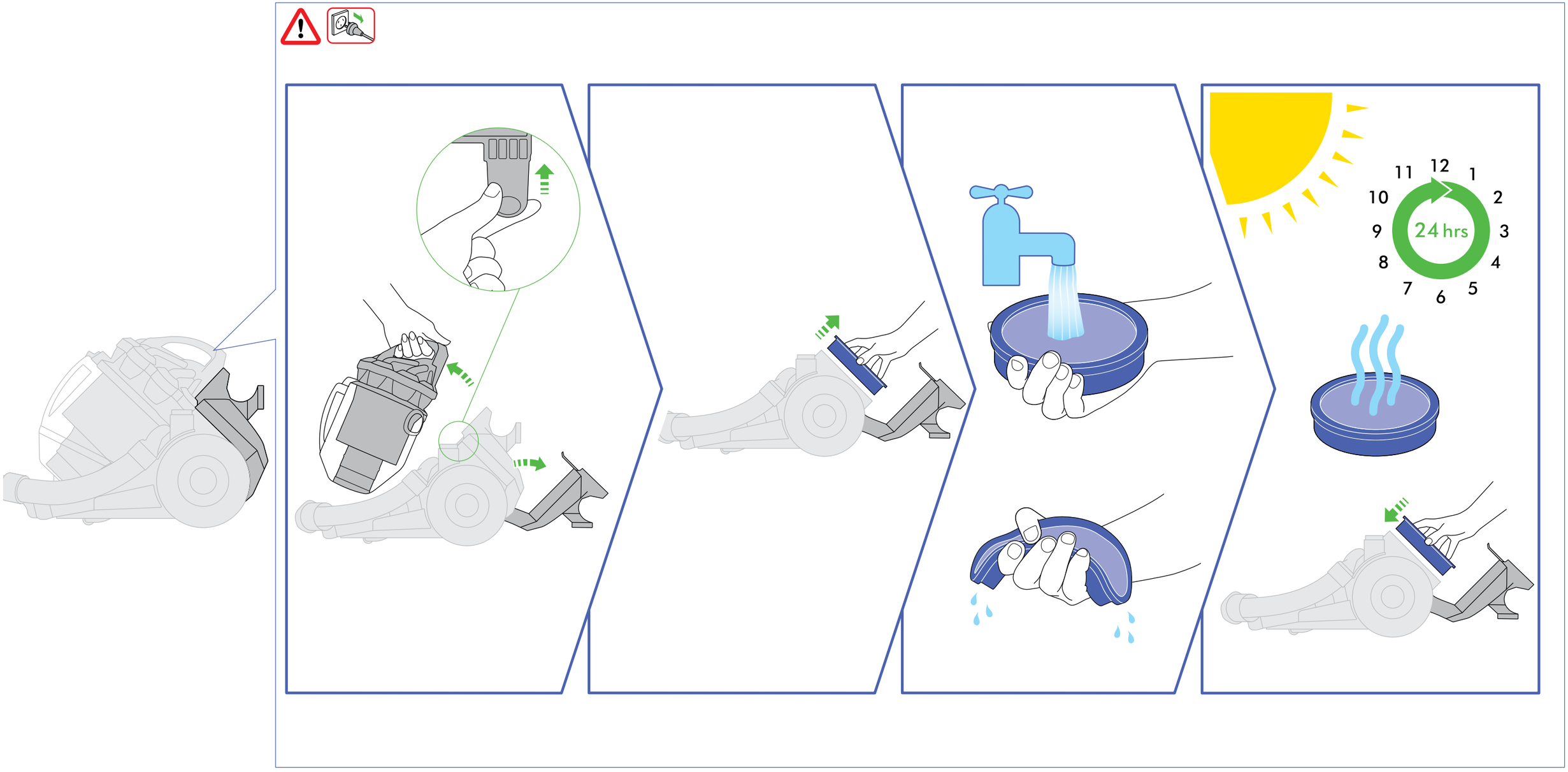
Dual mode floor tool



IMPORTANT!
WASH FILTER

Wash filter with cold water at least every 6 months.

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



USING YOUR DYSON VACUUM CLEANER

PLEASE NOTE:

- Always extend the cable fully to the red tape before use.
- Fine dust such as plaster or flour should only be vacuumed in very small amounts.
- Do not use the vacuum cleaner to pick up sharp hard objects, such as small toys, pins, paper clips etc.
- If used in a garage, 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 guarantee.
- Do not use any lubricants, cleaning agents, polishes or air fresheners on any part of the vacuum cleaner.
- This vacuum cleaner is fitted with a thermal cut-out. If any part of the vacuum cleaner becomes blocked the machine may overheat and automatically shut 'OFF'. If this happens, switch 'OFF' and unplug the vacuum cleaner and allow to cool before attempting to check the filter or for blockages. Clear any blockages before restarting.
- Store the vacuum cleaner indoors. Do not use or store this vacuum cleaner below 0°C. Ensure that the vacuum cleaner is at room temperature before operating.

EMPTYING THE CLEAR BIN

⚠ CAUTION:

- Switch 'OFF' the vacuum cleaner and unplug before emptying the clear bin.
- Empty as soon as the dirt reaches the level of the MAX mark – do not overfill.
- To remove the clear bin from the vacuum cleaner, press the silver button at the rear of cyclone carrying handle. To release the dirt, press the silver button on the front of the clear bin and separate the cyclone unit from the clear bin.
- To minimise dust/allergen contact when emptying, encase the clear bin tightly in a plastic bag and empty. Remove the clear bin carefully and seal bag tightly, dispose as normal. Emptying into a bag is recommended for people with asthma and allergies.
- Do not use the vacuum cleaner without the clear bin in place.

CLEANING THE CLEAR BIN

⚠ CAUTION:

- To remove the cyclone unit from the clear bin press the silver button on the front 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.

PLEASE NOTE:

- Do not use detergents, polishes or air fresheners to clean the clear bin.
- Do not put the clear bin in a dishwasher.
- Clean the shroud with a cloth or dry brush to remove lint and dust.

WASHING YOUR FILTER

DO THIS EVERY 6 MONTHS

⚠ CAUTION:

- Switch 'OFF' and unplug the vacuum cleaner before removing the filter.
- Ensure the filter is completely dry before refitting to the vacuum cleaner.

PLEASE NOTE:
This machine has one filter, located as shown. It is important to check your filter regularly and wash at least every 6 months according to instructions, to maintain performance.

- After washing please leave for 24 hours to dry completely.
- The filter may require more frequent washing if vacuuming fine dust.
- Do not use detergents to clean the filter.
- Do not put the filter 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

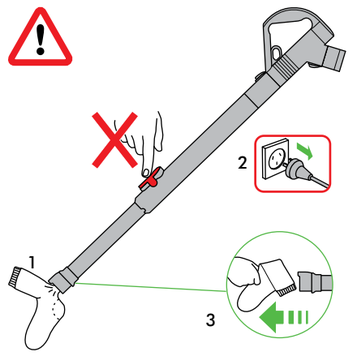
LOOKING FOR BLOCKAGES

⚠ CAUTION:

- Switch 'OFF' and unplug the vacuum cleaner before checking for blockages.
- Beware of sharp objects when clearing blockages.
- Refit all parts of the vacuum cleaner securely before using.

PLEASE NOTE:

- Clearing blockages is not covered by your vacuum cleaner's limited guarantee.
If any part of your vacuum cleaner becomes blocked, it may overheat and then automatically shut 'OFF'. Unplug the vacuum cleaner and leave to cool down. Clear blockage before restarting.
- Large items may block the tools or wand inlet, if this happens switch the vacuum cleaner 'OFF' and unplug the vacuum cleaner before removing the blockage. Do not operate the wand release catch.



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 vacuum cleaner 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 vacuum cleaner repaired or replaced if it fails to be of acceptable quality and the failure does not amount to a major failure.

2 YEAR DYSON GUARANTEE
TERMS AND CONDITIONS

Terms and conditions of the 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 vacuum cleaner 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 vacuum cleaner. Without this proof, any work carried out pursuant to the Dyson guarantee and any associated delivery charges (both to and from us) will be at your cost, subject to your statutory rights and remedies as a consumer. Please keep your receipt or delivery note.

WHAT IS COVERED

Your Dyson guarantee covers:

- The repair or replacement of your vacuum cleaner if your vacuum cleaner 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).
- Use of the vacuum cleaner 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).
- Industrial use of the vacuum cleaner such as vacuuming gyprock dust or builders dust may void your Dyson guarantee.
- Accidental damage, faults caused by negligent use or care, neglect, careless operation or handling of the vacuum cleaner which is not in accordance with this Dyson Operating Manual.
- Blockages – please refer to this Dyson Operating Manual for details on how to unblock your vacuum cleaner.
- Use of the vacuum cleaner 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.
- 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 vacuum cleaner will not operate, first check the mains socket has electricity supply and that 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, first disconnect the vacuum cleaner from the electricity supply and refer to the 'Looking for blockages' section in this Dyson Operating Manual (see pages 4,5 and 8).
- Never pick up hot cinders or lit cigarette ends.
- Do not attempt to pick up water with your vacuum cleaner. It has not been designed as a wet pick up cleaner.

If you are still experiencing problems with your vacuum cleaner, 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

REGISTERING YOUR DYSON GUARANTEE

To help us ensure you receive prompt and efficient service, please register as a Dyson vacuum cleaner 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 vacuum cleaner 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 VACUUM CLEANER

If you have a query about your Dyson vacuum cleaner, call the Dyson Customer Care Helpline and quote your serial number, or contact us via the website. The 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.
If your vacuum cleaner 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 vacuum cleaner, please contact the Dyson Customer Care Helpline to obtain a reply paid address in your state (available in Australia only).

If your vacuum cleaner 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 vacuum cleaner 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.dyson.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)
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

DISPOSAL INFORMATION

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

When your Dyson vacuum cleaner reaches the end of its life, we are responsible for it's safe disposal. You can send your old Dyson vacuum cleaner 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 vacuum cleaner.
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

Please note: Small details may vary from those shown.

IMPORTANT!
WASH FILTER

Wash filter with cold water at least every 6 months.

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

dyson

Dyson Customer Care
If you have a query about your Dyson vacuum cleaner, call the Dyson Customer Care Helpline with your serial number and details of where and when you bought the vacuum cleaner, or contact us via the Dyson website. The serial number can be found on the main body of the vacuum cleaner 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,
Jl, M. H. Thamrin Kav. 57,
Jakarta 10350
Indonesia
www.dyson.co.id

JN.41263 PN.17998-02-04 25.07.11

www.dyson.com

dyson **QUESTIONNAIRE**

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

1 This vacuum cleaner is...
- ☐ My first vacuum cleaner (please go to question 3)
- ☐ A replacement vacuum cleaner
- ☐ An additional vacuum cleaner

2 Which brand of cleaner are you replacing or adding to?
- ☐ Dyson
- ☐ Hoover
- ☐ Miele
- ☐ Samsung
- ☐ Vax
- ☐ Volta
- ☐ Other, please specify
- ☐ Electrolux
- ☐ LG
- ☐ Panasonic
- ☐ Nilfisk
- ☐ Kambrook
- ☐ Wertheim

3 Why did you choose to buy a Dyson vacuum cleaner?
(Please rank in order, 1-5. 1 being the most important).
- ☐ Dyson reputation
- ☐ Good for pet hair pick up
- ☐ Performs consistently well
- ☐ No loss of suction
- ☐ Previous experience of Dyson
- ☐ Good for people suffering from asthma and allergies
- ☐ Features
- ☐ HEPA filtration
- ☐ Hygienic and germ free cleaning
- ☐ Price/special offer
- ☐ Wanted a bagless cleaner
- ☐ Compact and easy to store
- ☐ Store staff recommendation
- ☐ Picks up more dust than others
- ☐ Latest model/technology
- ☐ Reliability/quality
- ☐ Friend/family recommendation
- ☐ Other

4 Where did you first hear about the Dyson model you bought?
- ☐ From friends and family
- ☐ Saw it on the internet
- ☐ From TV/a magazine advert
- ☐ Saw it in a store catalogue
- ☐ Saw it in a store
- ☐ Recommended by salesperson

5 Do you own other Dyson products?
- ☐ Handheld
- ☐ Vacuum cleaner
- ☐ No
- ☐ Fan
- ☐ Handstick

6 What is your average household income?
- ☐ Less than $45,000
- ☐ Between $45,000 – $74,999
- ☐ Between $75,000 – $100,000
- ☐ Over $100,000

7 Do you have any household pets?
- ☐ Dog
- ☐ No
- ☐ Cat
- ☐ Other, please specify

8 Does anyone in your household suffer from any of the following?
- ☐ Asthma
- ☐ No
- ☐ Allergies

9 To which age group do you belong?
- ☐ 16 – 24
- ☐ 35 – 44
- ☐ 55 – 64
- ☐ 25 – 34
- ☐ 45 – 54
- ☐ 65+

10 Would you recommend a Dyson vacuum cleaner to your family and friends?
- ☐ Yes
- ☐ No

11 Do you have children?
- ☐ Pre-school
- ☐ Aged +17 years
- ☐ Pregnant
- ☐ Aged 5-17 years
- ☐ Children no longer at home
- ☐ No children

12 Which best describes your house?
(Tick one from each column).
- ☐ Own house
- ☐ Rented house
- ☐ Own apartment/villa
- ☐ Rented apartment/villa
- ☐ Live with parents
- ☐ Share accommodation
- ☐ Up to 2 beds
- ☐ 3-4 beds
- ☐ More than 4 beds

THANK YOU FOR YOUR TIME

dyson GUARANTEE FORM

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

Section 1: Dyson 2 year guarantee

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

Serial number

Date of purchase / /

Country of purchase AU NZ SG ID

Store of purchase

Did you purchase an extended warranty from the retailer? Yes No

If yes, for what additional period? 1 year 2 years 3 years

Title First name Surname

Address

Postcode

email Contact number

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

If you do not wish to receive marketing information by these methods from Dyson please tick this box.

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

REGISTER BY PHONE
Call our dedicated Helpline
AU 1800 239 766 **NZ 0800 397 667**
SG 7000 435 7546 **ID 021 707 39766**

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

Section 2: Dyson 2+3 year guarantee

Increase your Dyson 2 year guarantee cover to 5 years when you purchase an extended guarantee from Dyson (Australia only). This option is just AU$65.00. Dyson is committed to providing the best Aftersales Service, which is why we offer the option to extend your Dyson 2 year guarantee to 5 years. The terms of the Dyson 2 year guarantee on page 9 of this Dyson Operating Manual will apply to the Dyson extended guarantee. The Dyson extended guarantee is underwritten by Dyson Appliances (Aust) Pty Ltd. To purchase, just complete the fields below. Send both sections to us, together with your cheque/money order or credit card details, within 2 years of your vacuum cleaner purchase. *Offer to purchase the Dyson extended guarantee is only available within 2 years of customers purchasing their vacuum cleaner. Offer not available to customers who have purchased an extended warranty from a retailer. The Dyson extended guarantee provides benefits which are additional to, and do not affect, your statutory rights and remedies as a consumer. If you decide not to extend your Dyson 2 year guarantee, you may have statutory rights and remedies available to you as a consumer.*

Cheque/money order made payable to: Dyson Appliances.

Credit card Mastercard Visa

Card Number / / / Expiry Date M Y

Declaration

I hereby apply for the Dyson vacuum cleaner extended guarantee in accordance with the terms and conditions of your plan. I confirm the vacuum cleaner is in good working order and used for domestic puposes only and declare that the details on this proposal are true and complete to the best of my knowledge and belief.

Signature Date / /

WARNING Any false statement may render this plan invalid