

Dyson customer care

Thank you for choosing to buy a Dyson.

If you have a question about your Dyson vacuum cleaner, call the Dyson Helpline at 1-886-693-9766 with your serial number and details of where and when you bought the cleaner.

Most questions can be solved over the phone by one of our Helpline staff

If your vacuum cleaner needs service, call the Dyson Helpline so we can discuss the available options. If your machine is under warranty, and it is a covered repair, it will be repaired at no cost.

Dyson Helpline:

Call 1-866-693-9766 toll free, 7 days a week.

Please register as a Dyson owner

Thank you for choosing to buy a Dyson.

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

- by completing and returning the enclosed form to us by mail
- online at www.dyson.com

This will confirm ownership of your Dyson in the event of an insurance loss, and enable us to contact you if necessary.

Terms and conditions of the Dyson 5 year limited warranty

What is covered

Your Dyson vacuum cleaner is warranted against original defects in material and workmanship for a period of five years from the date of purchase, when used for private household purposes in accordance with the Dyson Owner's Manual. This warranty provides, at no extra cost to you, all labor and parts to place your vacuum cleaner in proper operating condition during the warranty period. This warranty is subject to the following terms:

What is not covered

Dyson, Inc. shall not be liable for costs incurred as a result of:

- Machines purchased from an unauthorized dealer.
- Clearing blockages from your machine.
- Use of parts not in accordance with the Owner's Manual.
- Careless operation or handling, misuse, abuse and/or lack of maintenance or use not in accordance with the Owner's Manual.
- External sources such as weather.
- Repairs or alterations carried out by unauthorized parties or agents.
- Use of the vacuum cleaner other than for normal domestic purposes within the United States, e.g. for commercial or rental purposes.
- Use of parts and accessories other than those produced or recommended by Dyson, Inc.

Warranty Service

- Please fill out and return the Product Registration form, or register online at 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 carried out by Dyson, Inc. or its authorized agents.
- Any replaced defective parts will not extend the period of this warranty.
- 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 1-866-693-9766. Most issues can be rectified over the telephone by our trained customer care staff. If this is not possible Dyson, Inc. will arrange for your vacuum cleaner to be repaired and returned in full working order at no extra cost to yourself.

Warranty Limitations and Exclusions

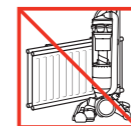
- Any implied warranties relating to your vacuum cleaner, including but not limited to warranty of merchantability or warranty of fitness for a particular purpose, are limited to the duration of this warranty. This limitation is not allowed by some states and so this limitation may not apply to you.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



Do not pull on the cord



Do not use near open flame



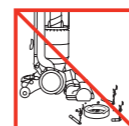
Do not use near heat sources



Do not run over the cord



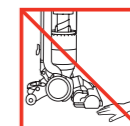
Do not pick up water or liquids



Do not pick up burning objects



Do not use above you on the stairs



Do not put your hands near the brushbar when the cleaner is in use

This product is protected by the following intellectual property rights:

Patent/Patent Application numbers:

US 2004/0128789, JP 2004-537336, EP 1361812, AU 744408, EP1119282, JP 2002-527132, US 6,519,807, AU 2002231965, EP 1361813, JP 2002-567126, US 2004-0068829, AU 744362, EP 1121043, JP 2002-527131, US 6,572,078, GB 0326102.1, AU 2002226556, EP 1370172, JP 2004-528876, US 2004-0074213, AU 2002225207, EP 1361814, JP 2004-520137, AU 2001240894, EP 1268076, JP 2003-528704, US 6,835,222, AU 2002-225232, EP 1361815, JP 2004-520139, US 6,974,488, AU 637 272, EP 0636338, JP 1948 863, US 5,078,761, AU2003-283159, EP 1526797, JP 2005-534442, US 2005-0223516, AU 2003-283161, EP1526798, JP 2006-50 3608, US 10/523246, GB 2422094