

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. Your serial number can be found on your rating plate which is on the base of the machine.

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
- Telephone the Dyson Helpline, at 1-855-533-1098.
- Complete the enclosed Warranty Form and mail 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.

2 YEAR LIMITED WARRANTY

TERMS AND CONDITIONS OF THE DYSON 2 YEAR LIMITED WARRANTY

WHAT IS COVERED

Your Dyson machine is warranted against original defects in materials and workmanship for a period of 2 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 to Dyson will become the property of Dyson. Please call the Dyson Helpline at 1-855-533-1098 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.
- External sources such as weather, electrical outages or power surges.
- 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, filter, brush bar, and power cord (or where external damage or abuse is diagnosed), carpet or floor damage due to use not in accordance with the Dyson Operating Manual or failure to turn the brush bar off when necessary.
- Reduction in battery discharge time due to battery age or use (where applicable).
- 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.

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
- 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 1-855-533-1098. 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

CONFORMITY INFORMATION

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help. Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

PRODUCT INFORMATION

Please note: Small details may vary from those shown.



WARRANTY FORM CONTINUED

CONTINUACIÓN DEL FORMULARIO DE GARANTÍA

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

Tómese unos instantes para responder a nuestras preguntas.
Esto nos ayudará a desarrollar nuevos productos en el futuro.

1. Why did you decide to buy a Dyson machine?

- Cleaning performance
- Advanced Technology/ Features
- Style / Design
- Warranty
- Recommendation
- Promotion
- Asthma and allergy certification
- HEPA filtration

2. Do you own pets?

- Cat / Dog
- Other
- None

3. Would you like to hear about future asthma and allergy related initiatives or product development at Dyson?

- Yes
- No

1. ¿Por qué decidió comprar una máquina Dyson?

- Capacidad de limpieza
- Tecnología avanzada / Funciones
- Estilo / Diseño
- Garantía
- Recomendación
- Promoción
- Certificación para asma y alergia
- Filtro HEPA

2. ¿Tiene mascotas?

- Gato / Perro
- Otra
- Ninguna

3. ¿Le gustaría saber sobre el desarrollo de productos o las futuras iniciativas en cuanto a asma y alergia en Dyson?

- Sí
- No

THANK YOU FOR YOUR TIME • GRACIAS POR DEDICARNOS SU TIEMPO



Date of purchase | Fecha de compra / /

Serial number | Número de série

Title | Tratamiento

Surname | Apellido

First name | Nombre

Address | Dirección

Zip Code | Código postal

email | email

Telephone | Teléfono

From time to time, we'd like to tell you about new Dyson technology and services or get your opinion about your purchase. If you'd prefer us NOT to keep in touch, please tick this box.

De vez en cuando, queremos decirle acerca de la nueva tecnología de Dyson y servicios o conseguir su opinión acerca de su compra. Marque esta casilla si prefiere que NO mantengamos contacto con usted.

3 EASY WAYS TO REGISTER YOUR 2 YEAR LIMITED WARRANTY.
3 MANERAS FÁCILES DE REGISTRAR SU GARANTÍA LIMITADA DE 2 AÑOS.

ONLINE
Convenient and instant.
www.dyson.com/register

EN LÍNEA
Conveniente y al instante.
www.dyson.com/register



PHONE
Dyson Helpline:
1-855-533-1098
(Mon-Fri 8am to 8pm CST;
Sat 9am to 6pm CST).

POR TELÉFONO
1-855-533-1098
(lunes a viernes de 8 a.m. – 8 p.m.,
hora Centro;
sábados de 9 a.m. – 6 p.m.,
hora Centro).



MAIL
Complete and return
the form in the
envelope supplied.

POR CORREO
Complete este
formulario y envíelo.


