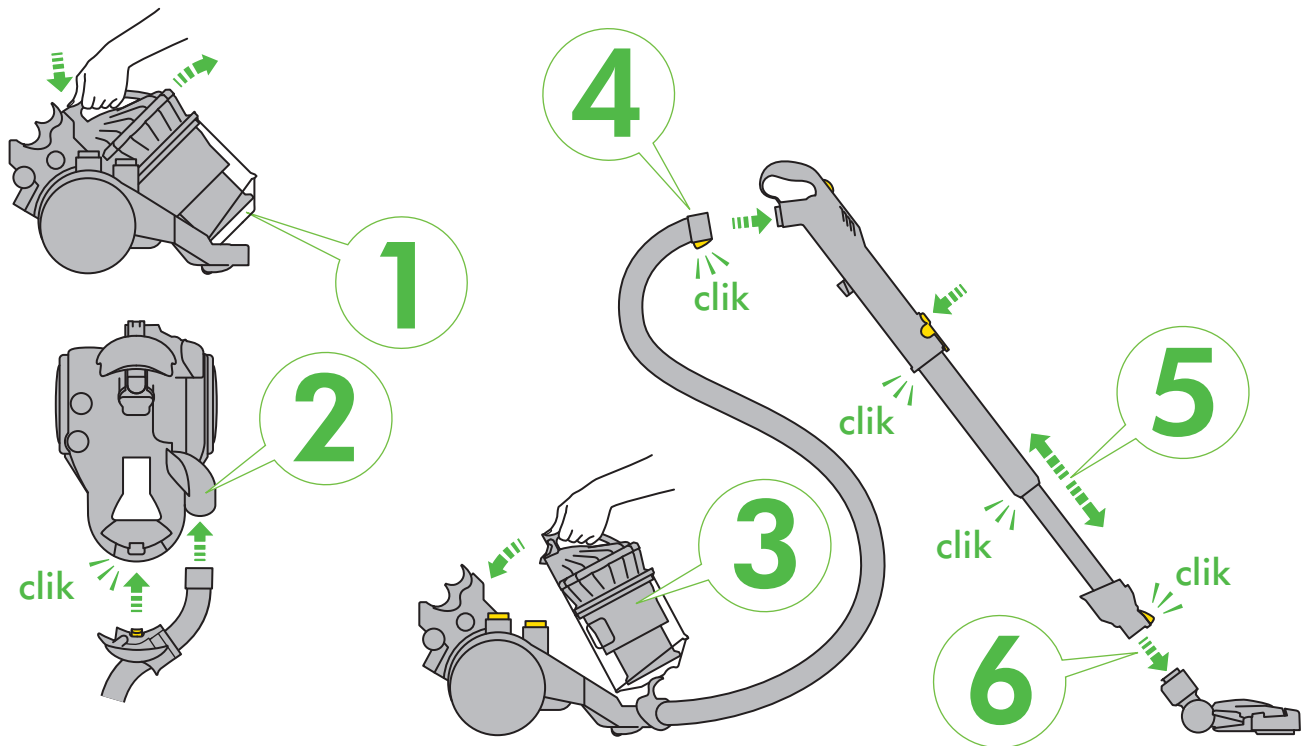


# DC23 CONTACT

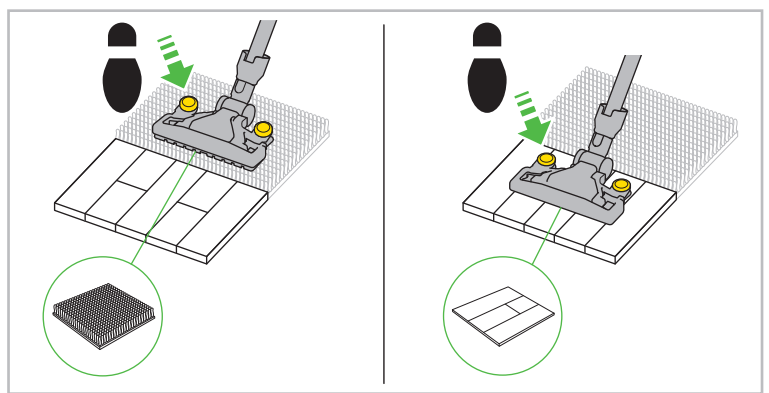
## ASSEMBLY



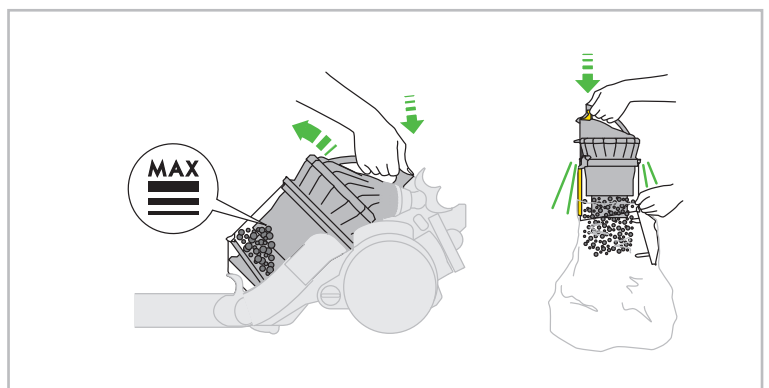
 **3** months

**WASH FILTER**

Wash filter with cold water at least every 3 months.



**REGISTER  
YOUR 2 YEAR  
GUARANTEE  
TODAY**

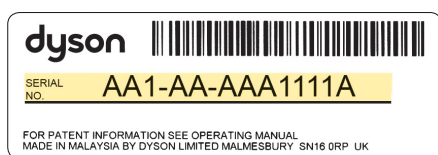


Your Dyson vacuum cleaner will be covered for parts and labour for 2 years from the date of purchase, subject to the terms of the guarantee.

If you have a query about your Dyson vacuum cleaner, call the Dyson Customer Care Helpline quoting the serial number and details of where/when you bought the vacuum cleaner. 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 trained Dyson Customer Care Helpline staff.

Note your serial number for future reference



This illustration is for example purposes only.

### 3 EASY WAYS TO REGISTER YOUR 2 YEAR GUARANTEE



**REGISTER  
ONLINE**

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

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



**REGISTER  
BY PHONE**

Call our dedicated Helpline.

**AU 1800 239 766**  
**NZ 0800 397 667**



**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 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.
4. This Dyson vacuum 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 to ensure that they can use the Dyson vacuum 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 vacuum 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 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 vacuum over cable. Keep 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 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 above you on the stairs.
15. Do not use to pick up flammable or combustible liquids, such as gasoline, or use in areas where they or their vapors 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 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 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.

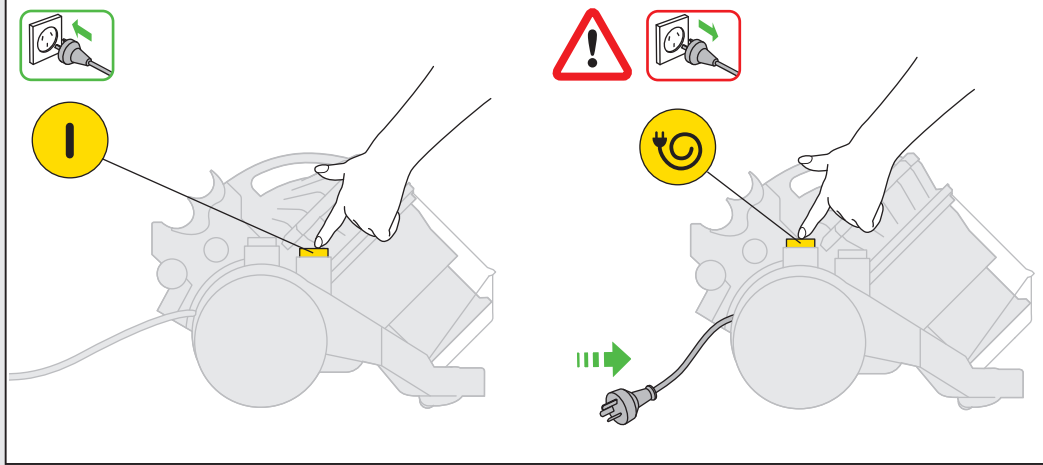


Do not pick up burning objects.

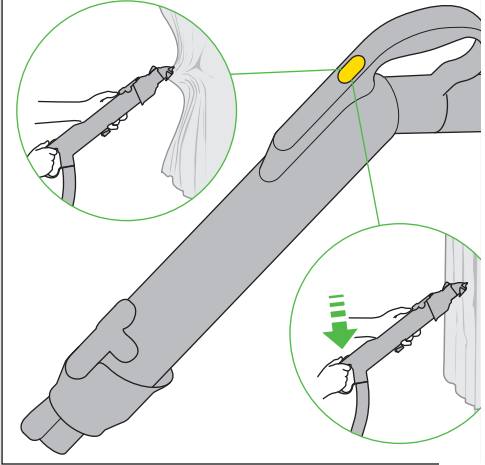


Do not use above you on the stairs.

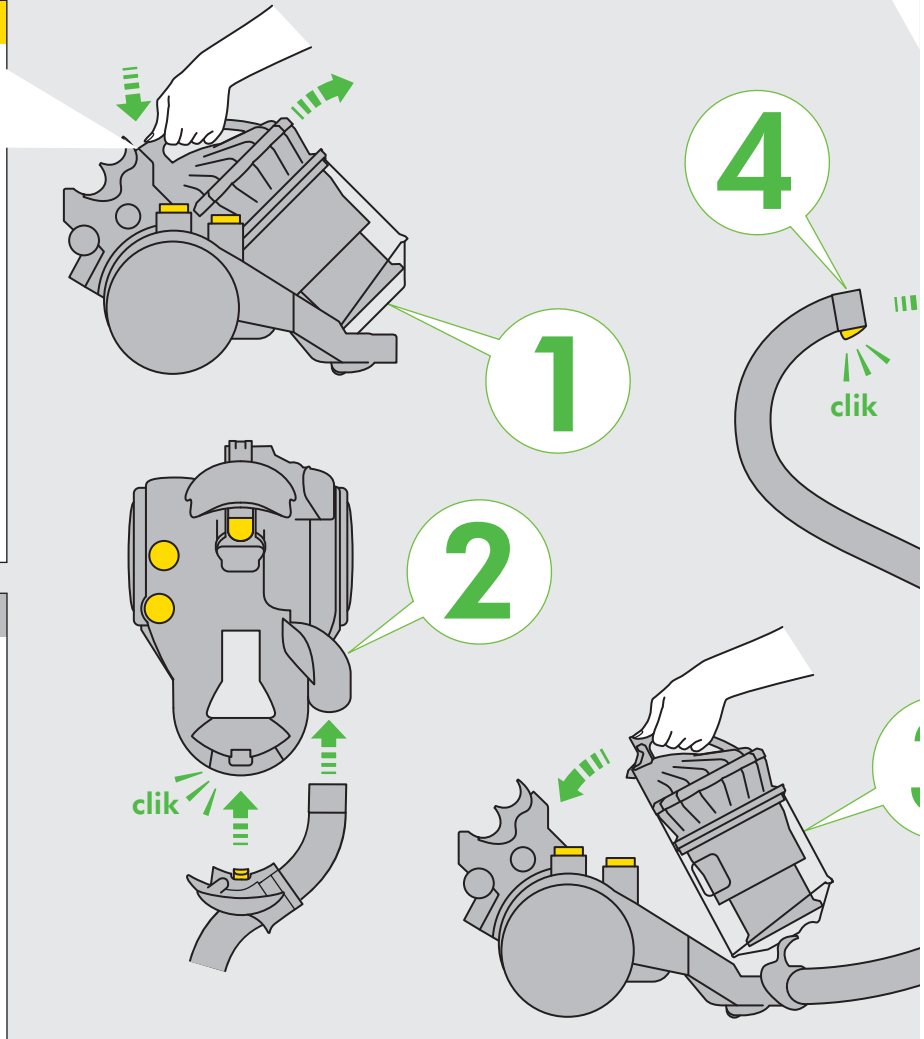
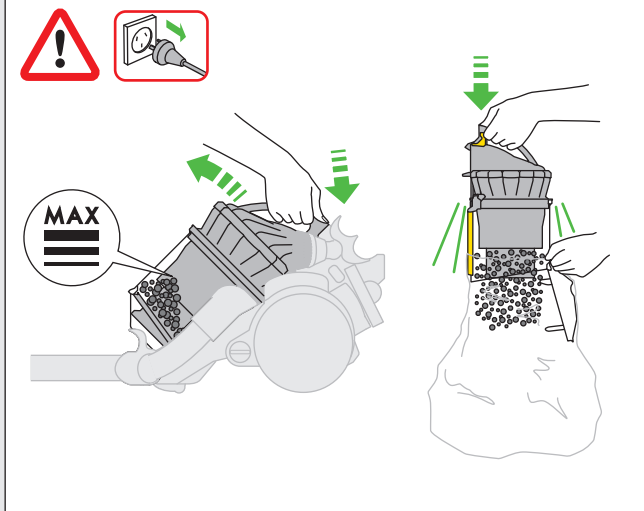
### Power and cable



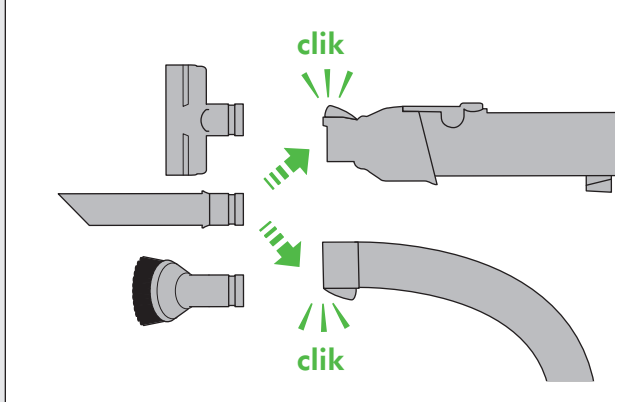
### Suction release



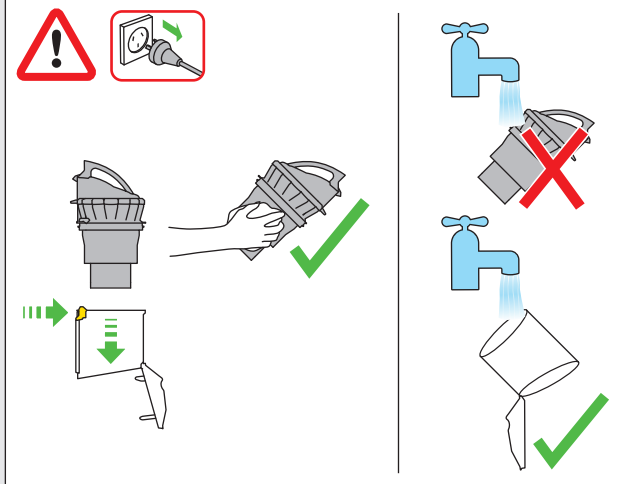
### Emptying the clear bin



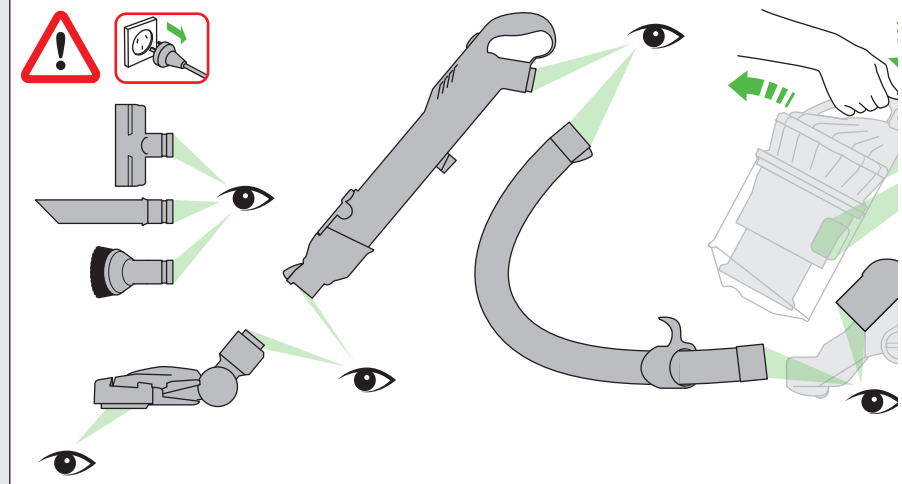
### Tools



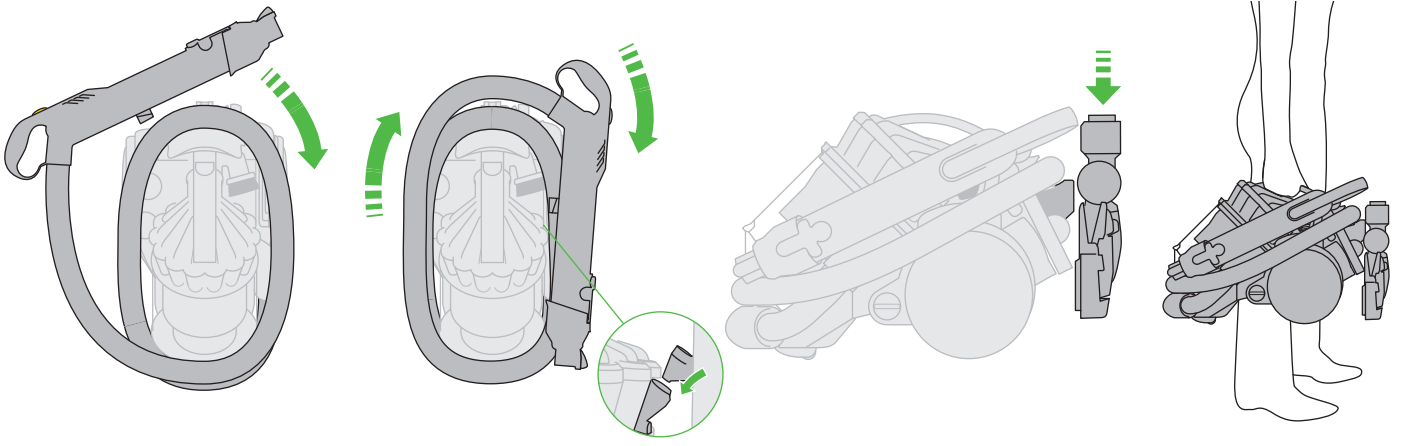
### Cleaning the clear bin



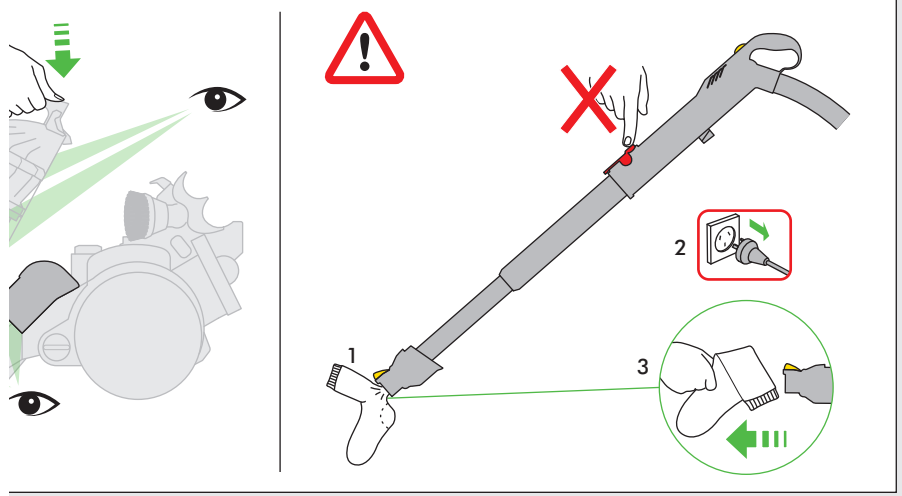
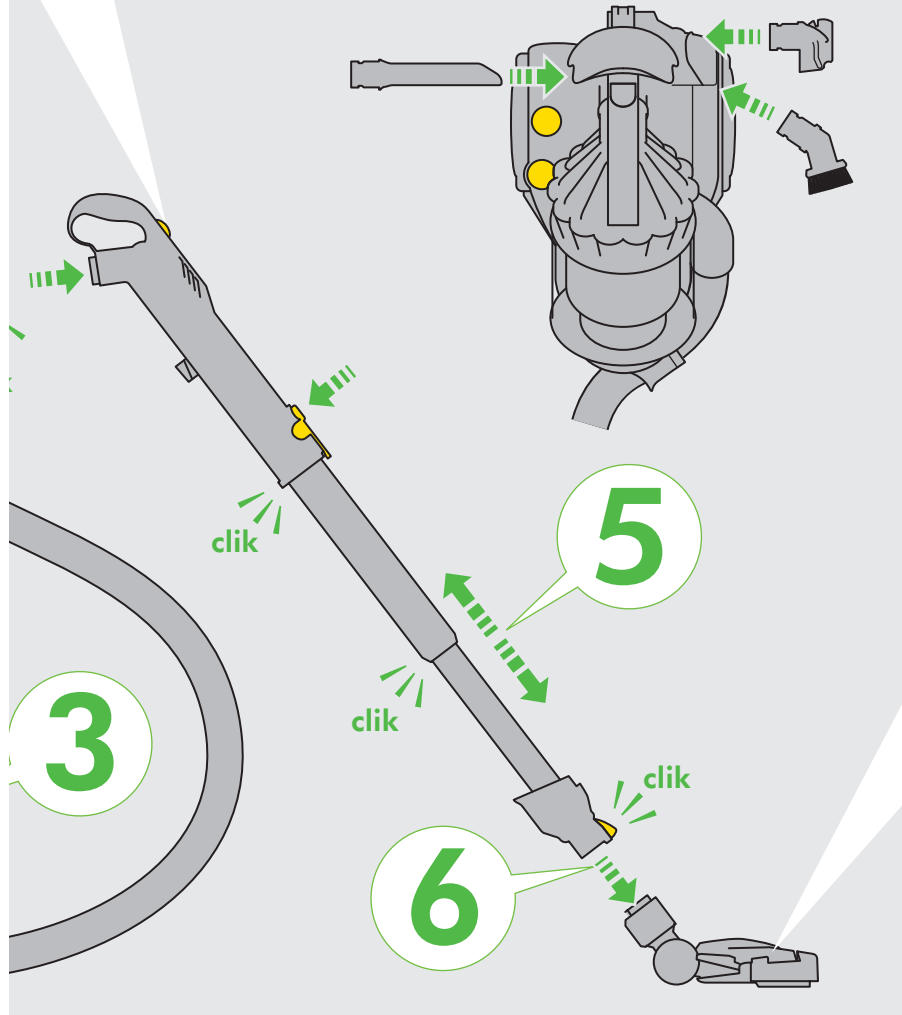
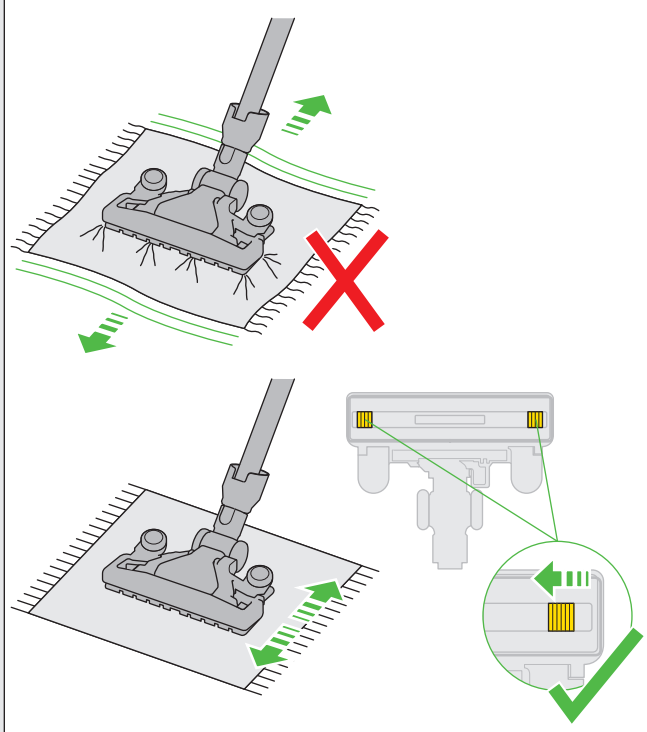
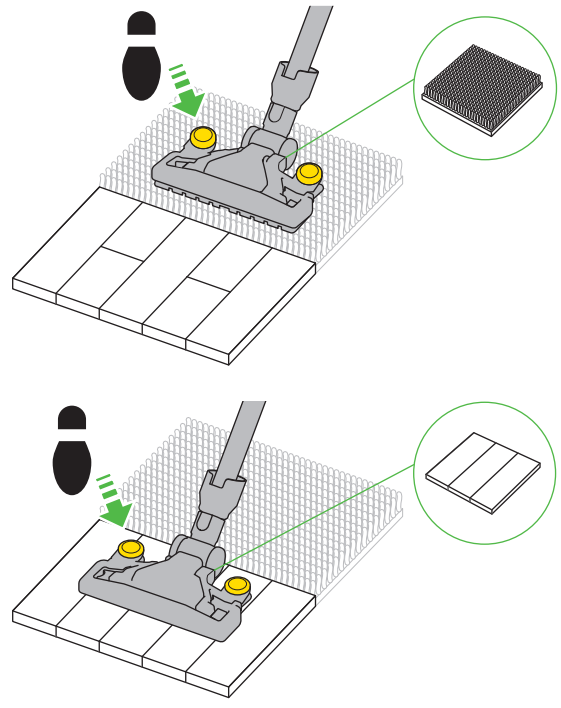
### Looking for blockages



Storage

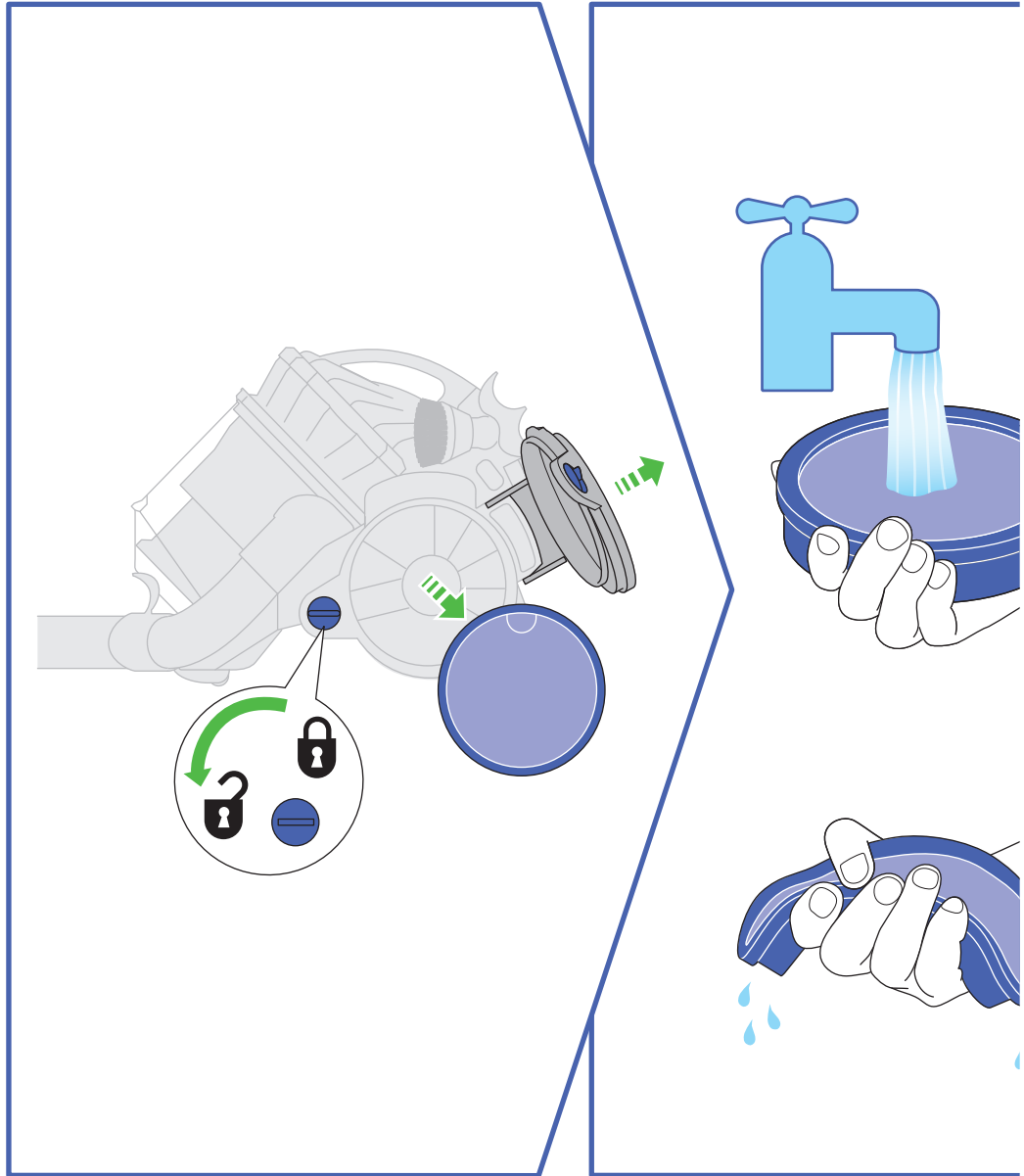
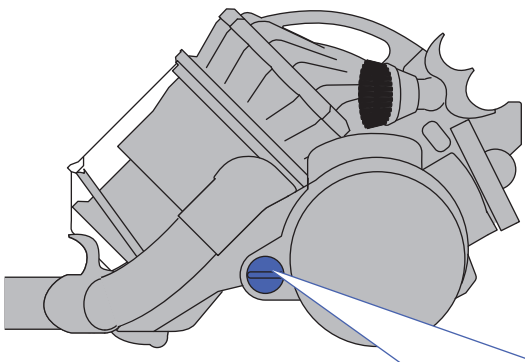


Contact Head™ tool



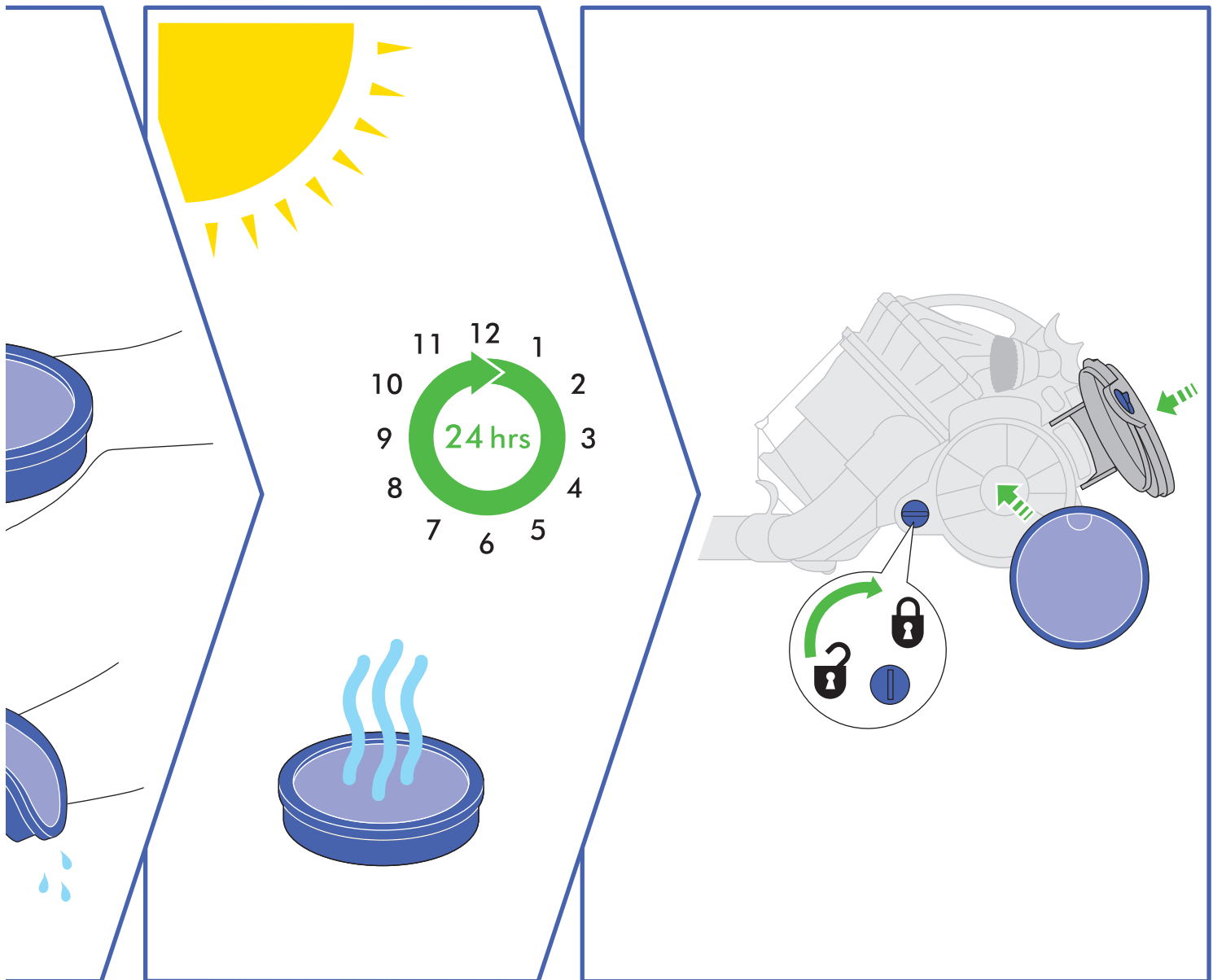
# IMPORTANT!

WASH FILTER



Wash filter with cold water at least every 3 months.

Register for a filter wash reminder by email (Australia only);  
customer@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.
- Consult your flooring manufacturer's recommended instructions before vacuuming and caring for your flooring, rugs and carpets.
- 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 Dyson vacuum.
- This Dyson vacuum is fitted with a thermal cut-out. If any part of the Dyson vacuum becomes blocked the machine may overheat and automatically shut off. If this happens, switch off and unplug the Dyson vacuum and allow to cool before attempting to check filters or for blockages. Clear any blockages before restarting.
- Store the vacuum cleaner indoors. Do not use or store this vacuum cleaner below 0°C (32°F). Ensure that the vacuum cleaner is at room temperature before operating.

## EMPTYING THE CLEAR BIN

### ⚠ CAUTION:

- Switch OFF and unplug the vacuum cleaner 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 button at the rear of the carrying handle. To release the dirt, press the red bin release button.

### PLEASE NOTE:

- Do not use the vacuum cleaner without the clear bin in place.

## CLEANING THE CLEAR BIN

### ⚠ CAUTION:

- Do not immerse the whole cyclone in water or pour water into the cyclones.
- Ensure the clear bin is completely dry before replacing.
- Clean the shroud with a cloth or dry brush to remove lint and dust.

### PLEASE NOTE:

- Do not use detergents, polishes or air fresheners to clean the clear bin.
- Do not put the clear bin in a dishwasher.

## WASHING YOUR FILTER

### ⚠ CAUTION:

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

### PLEASE NOTE:

- It is important to check your filter and wash at least every 3 months, according to instructions, to maintain performance.
- Please leave to dry completely for 24 hours.
- 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](mailto:customercare@dyson.com.au)

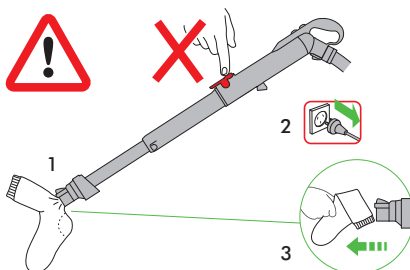
## LOOKING FOR BLOCKAGES

### ⚠ 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.



## 2 YEAR DYSON GUARANTEE TERMS AND CONDITIONS

- The guarantee becomes effective from the date of purchase.
- All work will be carried out by Dyson Appliances (Aust) Pty Ltd, Dyson's authorised Service Agents or Avery Robinson Ltd (New Zealand).
- Any parts replaced will become the property of Dyson Appliances (Aust) Pty Ltd.
- The repair or replacement of your vacuum cleaner under guarantee will not extend the period of guarantee.
- The guarantee provides benefits which are additional to and do not affect your statutory rights as a consumer.
- You must provide proof of purchase before any work can be carried out on your vacuum cleaner. Without this proof, any work carried out will be chargeable. Please keep your receipt.

## WHAT IS COVERED

- 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).

## WHAT IS NOT COVERED

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).
- Industrial use of the vacuum cleaner such as vacuuming gyprock dust or builders dust may void your 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.
- External sources such as transit damage or weather.
- Repairs or alterations carried out by parties other than Dyson or its authorised agents.

If you are in any doubt as to what is covered by your guarantee, please call the Dyson Customer Care Helpline on:

Australia 1800 239 766

New Zealand 0800 397 667

Remember: Always disconnect plug from mains before inspecting for problems.

- If your vacuum cleaner 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, first disconnect the vacuum cleaner from the electricity supply and refer to the 'blockage' section in the Dyson Operating Manual.
  - Never pick up hot cinders or lit cigarette ends.
  - Do not attempt to pick up water with your Dyson vacuum cleaner. It has not been designed as a wet pick-up cleaner.
- If you are still experiencing problems with your Dyson vacuum cleaner, please call the Dyson Customer Care Helpline on:
- Australia 1800 239 766  
New Zealand 0800 397 667

## REGISTERING YOUR GUARANTEE

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

- Online at (Australia only) [www.dyson.com.au/register](http://www.dyson.com.au/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 vacuum cleaner 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 vacuum cleaner call the Dyson Customer Care Helpline quoting the serial number, or contact us via the Dyson website. The serial number can be found behind the clear bin.

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

If your Dyson vacuum cleaner needs a service, call the Dyson Customer Care Helpline so we can discuss the available options.

If your vacuum cleaner is under guarantee and the repair is covered, it will be repaired at no cost.

## DYSON CUSTOMER CARE DETAILS

Any queries – just 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)



## ABOUT YOUR PRIVACY

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)

## 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 its 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

Product weight 11.39kg.

Please note: Small details may vary from those shown.

# IMPORTANT!

## WASH FILTER



Wash filter with cold water at least every 3 months.



### Dyson Customer Care

If you have a question 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](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)

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
  - A replacement vacuum cleaner
  - An additional vacuum cleaner
  
- 2 Which brand of cleaner are you replacing or adding to?
 

<input type="checkbox"/> Dyson	<input type="checkbox"/> Electrolux
<input type="checkbox"/> Hoover	<input type="checkbox"/> LG
<input type="checkbox"/> Miele	<input type="checkbox"/> Nilfisk
<input type="checkbox"/> Vax	<input type="checkbox"/> Wertheim
<input type="checkbox"/> Volta	<input type="checkbox"/> Other, please specify
  
- 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
  - No loss of suction
  - Previous experience of Dyson
  - HEPA filter/benefit for asthma and allergy sufferers
  - Features
  - 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 Dyson?
  - 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 Where did you look for additional information?
  - Visit brand website
  - Look at online reviews and forums
  - Talk to retail staff
  - Pick up retail catalogue
  - Didn't do any additional research
  
- 6 Do you own other Dyson products?
 

<input type="checkbox"/> Handheld	<input type="checkbox"/> Fan
<input type="checkbox"/> No	
  
- 7 What is your average household income?
  - Less than \$45,000
  - Between \$45,000 – \$74,999
  - Between \$75,000 – \$100,000
  - Over \$100,000
  
- 8 Do you have any household pets?
 

<input type="checkbox"/> Dog	<input type="checkbox"/> Cat
<input type="checkbox"/> No	<input type="checkbox"/> Other
  
- 9 Does anyone in your household suffer from any of the following?
 

<input type="checkbox"/> Asthma	<input type="checkbox"/> Allergies
<input type="checkbox"/> No	
  
- 10 To which age group do you belong?
 

<input type="checkbox"/> 16 – 24	<input type="checkbox"/> 25 – 34
<input type="checkbox"/> 35 – 44	<input type="checkbox"/> 45 – 54
<input type="checkbox"/> 55 – 64	<input type="checkbox"/> 65+
  
- 11 Would you recommend a Dyson vacuum cleaner to your family and friends?
 

<input type="checkbox"/> Yes	<input type="checkbox"/> No
------------------------------	-----------------------------
  
- 12 Do you have children?
 

<input type="checkbox"/> Pre-school	<input type="checkbox"/> Aged 5-17 years
<input type="checkbox"/> Aged +17 years	<input type="checkbox"/> Children no longer at home
<input type="checkbox"/> Pregnant	<input type="checkbox"/> No children
  
- 13 Which best describes your house?  
(Tick one from each column).
 

<input type="checkbox"/> Own house	<input type="checkbox"/> Up to 2 beds
<input type="checkbox"/> Rented house	<input type="checkbox"/> 3-4 beds
<input type="checkbox"/> Own apartment/villa	<input type="checkbox"/> More than 4 beds
<input type="checkbox"/> Rented apartment/villa	
<input type="checkbox"/> Share accommodation	
<input type="checkbox"/> Live with parents	

THANK YOU FOR YOUR TIME



