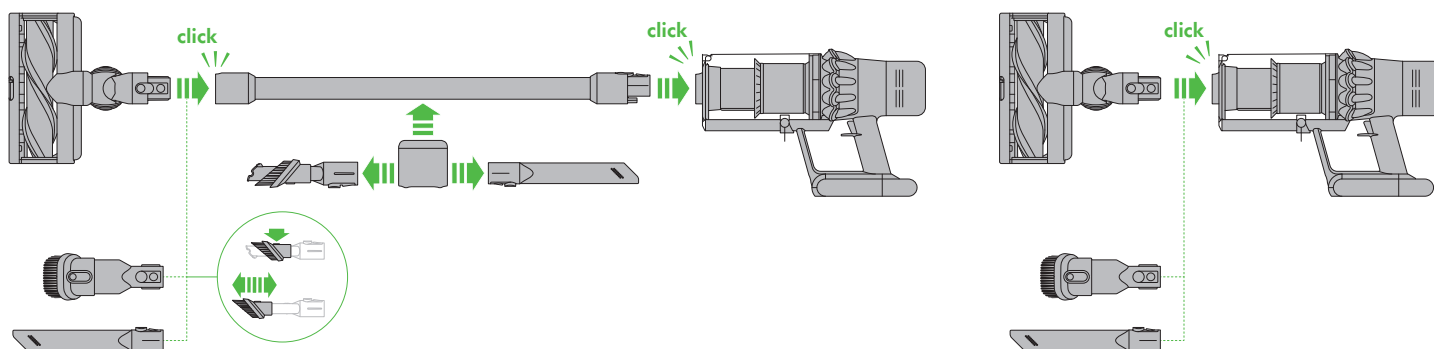


### Assembling your machine



### Quick start



**Power modes**

Your machine has three power modes for different tasks. Change cleaning modes quickly using a single button.




**Eco**

Maximum run time for longer cleans.



**Auto**

The optimum balance to clean all floors. Attach your High torque cleaner head to activate Auto/Med mode, which automatically adapts power between carpets and hard floors.



**Med**

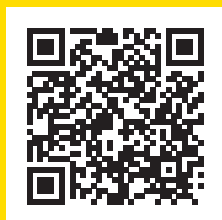


**Boost**

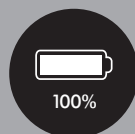
Intensive cleaning for ground-in dirt.

Scan with your phone camera or QR reader to:

- Activate your guarantee  
2-year free parts and labour
- Watch helpful video guides  
Get started quickly
- Access support  
From experts at Dyson
- Or visit [dyson.co.uk/yourV11](https://dyson.co.uk/yourV11)

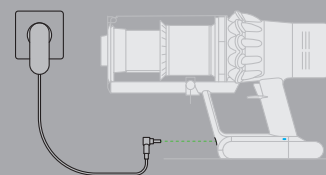


Requires Apple iOS 11 or later, a compatible Android device or a QR reader



### Fully charge before first use

It is important to fully charge your machine before using for the first time and after every use.





# Thank you for choosing to buy a Dyson machine

## Activating your guarantee

We don't stop caring about our machines once they're yours.

After activating your free two-year guarantee, your Dyson cord-free vacuum will be covered for parts and labour (excluding filters) for two years from the date of purchase, subject to the terms of the guarantee.

Even after your warranty has ended, we'll still be on hand to help.

**Free Dyson parts and labour**  
**Hassle-free replacement**  
**Expert advice. Seven days a week.**  
**'How to' videos and helpful tips**

Note your serial number for future reference.

This illustration is for example purposes only.



## How can we help?

Solve a problem  
Get tips and guides  
Learn about Dyson technology and other Dyson machines  
Online  
[www.dyson.co.uk](http://www.dyson.co.uk)  
[www.dyson.ie](http://www.dyson.ie)  
Phone  
0800 298 0298  
01 475 7109

## Dyson customer care

If you have a question about your Dyson cord-free machine, call the Dyson Helpline with your serial number and details of where and when you bought the machine, or contact us through the Dyson website.

# IMPORTANT SAFETY INSTRUCTIONS

**BEFORE USING THIS APPLIANCE READ ALL INSTRUCTIONS AND CAUTIONARY MARKINGS IN THE USER MANUAL AND ON THE APPLIANCE.**

When using an electrical appliance, basic precautions should always be followed, including the following:

## WARNING

These warnings apply to the appliance, and also where applicable, to all tools, accessories, chargers or mains adaptors.

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

1. This Dyson appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or reasoning capabilities, or lack of experience and knowledge, only if they have been given supervision or instruction by a responsible person concerning use of the appliance in a safe way and understand the hazards involved. Cleaning and user maintenance should not be performed by children without supervision.
2. 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 appliance.
3. Use only as described in the Dyson User manual. Do not carry out any maintenance other than that shown in the manual, or advised by the Dyson Helpline.
4. Suitable for dry locations ONLY. Do not use outdoors or on wet surfaces.
5. Do not handle any part of the charger or appliance with wet hands.
6. Do not use with a damaged charger or cable.
7. If the appliance is not working as it should, if it has received a sharp blow, if it has been dropped, damaged, left outdoors, or dropped into water, do not use and contact the Dyson Helpline.
8. Contact the Dyson Helpline when a service or repair is required. Do not disassemble the appliance as incorrect reassembly may result in an electric shock or fire.
9. Do not stretch the cable or place the cable under strain. Keep the cable away from heated surfaces. Do not close a door on the cable, or pull the cable around sharp edges or corners. Arrange the cable away from traffic areas and where it will not be stepped on or tripped over. Do not run over the cable.
10. Do not use to pick up water.
11. 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.
12. Do not pick up anything that is burning or smoking, such as cigarettes, matches, or hot ashes.
13. Keep hair, loose clothing, fingers, and all parts of the 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.
14. Do not put any objects into any openings. Do not use with any openings blocked; keep free of dust, lint, hair and anything that may reduce airflow.
15. Use only Dyson recommended accessories and replacement parts.
16. Do not use without the clear bin and filter(s) in place.
17. Unplug the charger when not in use for extended periods of time.
18. Use extra care when cleaning on stairs.
19. To prevent unintentional starting, be careful to keep your hands and fingers away from the power trigger until you are ready to begin vacuuming, especially when picking up or carrying the appliance. Carrying the appliance with your finger on the power trigger invites accidents.

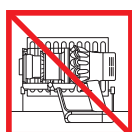
20. Do not install, charge or use this appliance outdoors, in a bathroom or within 3 metres (10 feet) of a pool. Do not use on wet surfaces and do not expose to moisture, rain or snow.
21. When removing or replacing a motorised brush bar, be careful not to pull the power trigger until the cleaner head has been reassembled.
22. Do not use a battery or appliance that is damaged or modified. Damaged or modified batteries may exhibit unpredictable behaviour resulting in fire, explosion or risk of injury. The battery used in this appliance may present a risk of fire or chemical burn if mistreated. Do not disassemble or short-circuit the battery's supply terminals. Do not expose the battery or appliance to fire or excessive temperatures. Exposure to fire or temperatures above 60°C (140°F) may cause explosion.
23. Use only the Dyson charger Part Number 217160 or 270576 for charging this appliance. Use only the Dyson battery Part Number 355983 for this appliance. Other types of batteries may explode, causing damage and injury to persons.
24. Disconnect the battery from the appliance before cleaning, maintaining or storing the appliance for extended periods of time.
25. When the battery is not in use, keep it away from other metal objects, like paper clips, coins, keys, nails, screws or other small metal objects, that can make a connection from one terminal to another. Shorting the battery terminals together may cause burns or a fire.
26. The battery should be removed from the appliance and safely disposed of in accordance with local ordinances or regulations.
27. The battery is a sealed unit and under normal circumstances poses no safety concerns. In the unlikely event that liquid leaks from the battery, do not touch the liquid as it may cause irritation or burns, and observe the following precautions:
  - Skin contact – can cause irritation. Wash with soap and water.
  - Inhalation – can cause respiratory irritation. Expose to fresh air and seek medical advice.
  - Eye contact – can cause irritation. Immediately flush eyes thoroughly with water for at least 15 minutes. Seek medical attention.
  - Disposal – wear gloves to handle the battery and dispose of immediately, following local ordinances or regulations.
28. Follow all charging and battery instructions and refer to the 'Changing your battery' section on how to change the battery. Do not charge the battery or the appliance outside of the temperature range specified below. Charging improperly or at a temperature outside of the specified range may damage the battery and increase the risk of fire. To ensure maximum battery life, Dyson recommends the following:
  - When not in use the appliance should be stored at room temperature. Recommended range: 18°C (64°F) to 28°C (82°F).
  - The ambient temperature range for operation and charging should be 10°C (50°F) to 30°C (86°F).
29. **FIRE WARNING** – Do not place this appliance on or near a cooker or any other hot surface and do not incinerate this appliance even if it is severely damaged. The battery might catch fire or explode.
30. **FIRE WARNING** – Do not apply any fragrance or scented product to the filter(s) of this appliance. The chemicals in such products are known to be flammable and can cause the appliance to catch fire.

## READ AND SAVE THESE INSTRUCTIONS

This Dyson appliance is intended for household use only.



Do not use near naked flames.



Do not store near heat sources.



Do not pick up water or liquids.



Do not pick up burning objects.

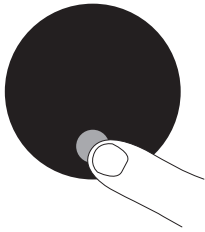


Do not put hands near the brush bar when the appliance is in use.



Do not place on or near a cooker.

# The screen



## Settings menu

Control the settings on your machine using the Selection button. To enter the settings menu, press and hold the button until the menu screen appears. Tap to scroll through the options available.

## Changing language



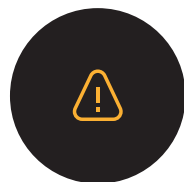
To change the language on your screen, press the Selection button and hold until the language list appears. Release the button.

Tap the Selection button to scroll through the language list to your preferred language. Press and hold the button until the countdown ends to set your language.

A green tick will appear on the screen to show your language selection is complete.

To cancel your selection, release the button during the countdown.

## Change alert setting



Tap to scroll through the settings menu. Select the 'Alerts' option.

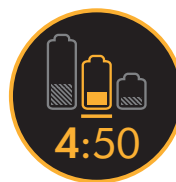
Scroll to select on or off. Hold the Selection button until the countdown ends and a tick appears on the screen.

To cancel your selection, release the button during the countdown.

## Exit settings menu

To exit the settings menu, tap to scroll through the settings menu. Select 'Exit menu'.

## Low battery



Your machine will pulse three times and a low battery icon will appear on the screen to alert you that your battery needs to be charged.

When your battery needs to be charged, the screen will alert you.

## Battery health



To get the best performance and life from your battery, use Eco or Auto/Med mode.

## Alerts

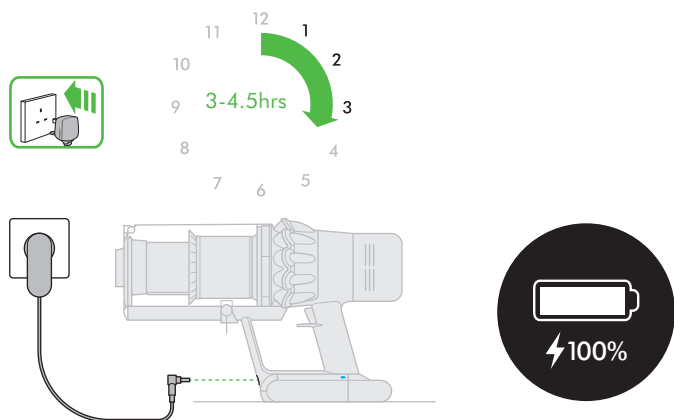
Alerts will appear on the screen when your machine needs your attention.

A filter icon will alert you when the filter isn't fitted correctly or needs cleaning.

A blockage icon will alert you when a blockage needs removing from your machine.

## Charging and storing your machine

It's important to fully charge your new machine before using it for the first time, and after every clean. This is because the battery and monitoring system's algorithm 'learns' over time, and fully charging your machine helps it to more accurately calculate and display remaining run time.



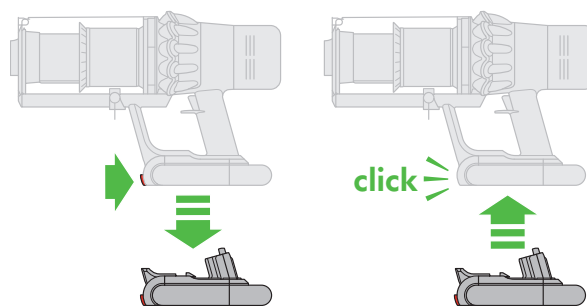
Connect to the charger either directly or in the docking station. The blue LEDs on either side of the battery will flash during charging. When the battery is fully charged, both LEDs will light for 5 seconds.

Your machine won't operate if the ambient temperature is below 0°C (32°F). This is designed to protect both the motor and battery.

Battery is charged when the display shows battery at 100%.

## Changing your battery

Where you have additional batteries, we recommend that you alternate the batteries to maintain even performance.



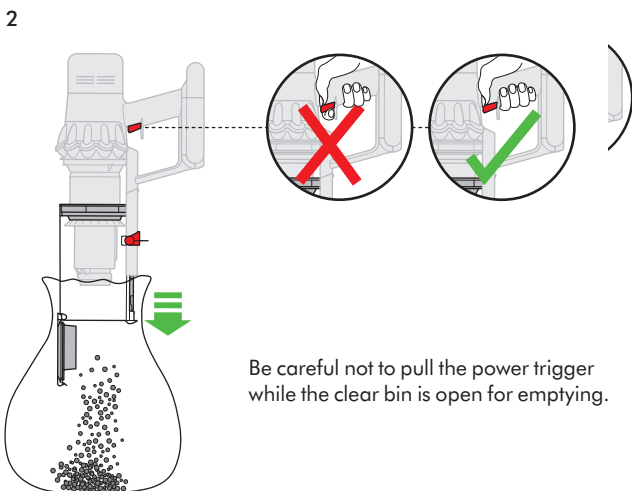
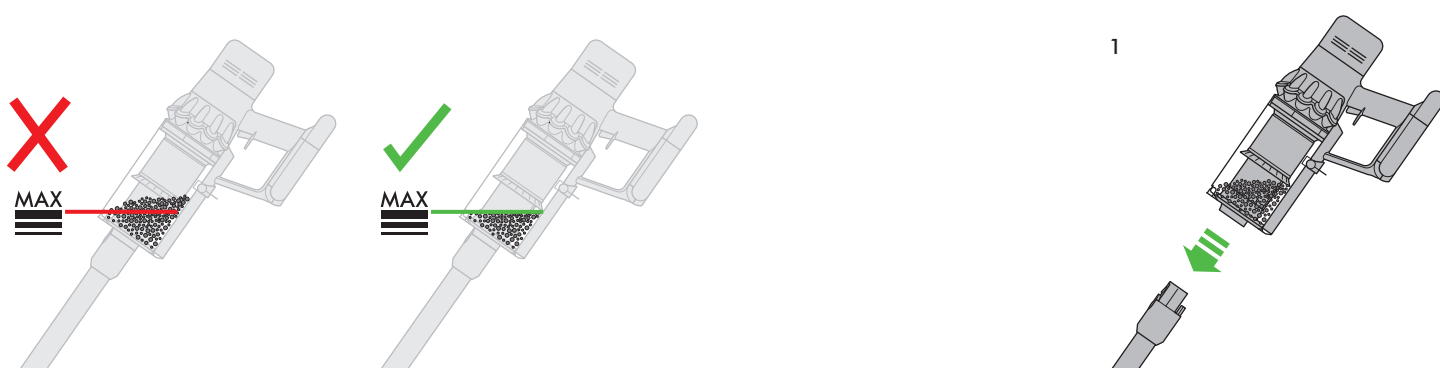
### To remove a battery

Hold your hand under the battery to support it. Press the battery release button and slide the battery off the handle. Place the battery on charge.

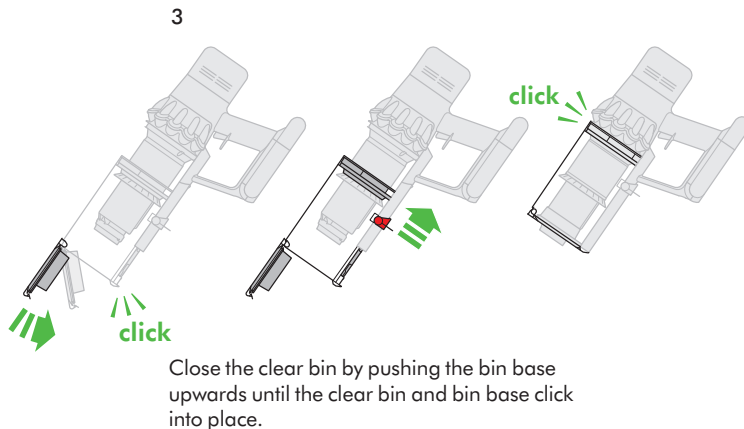
### To install a battery

Slide the battery onto the handle until it clicks securely in place.

## Emptying your clear bin

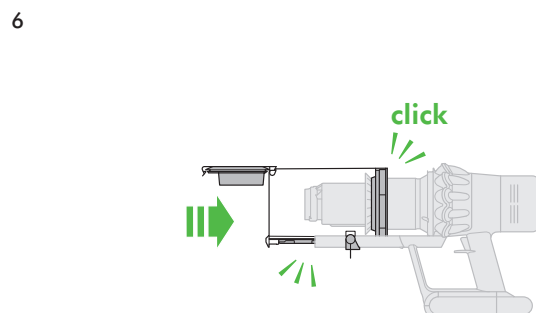
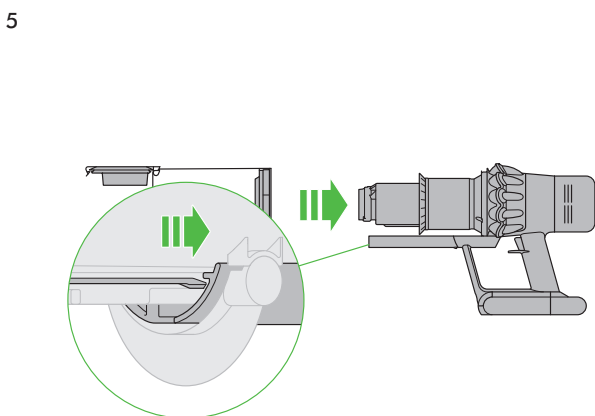
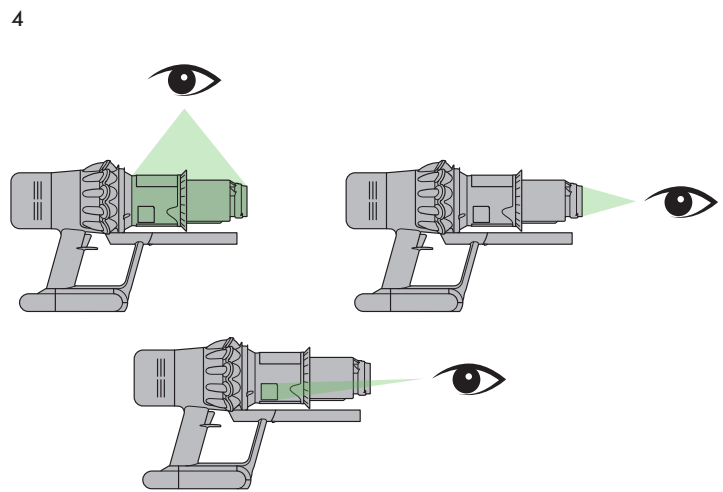
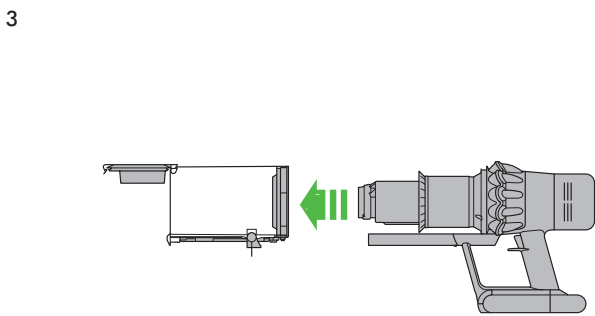
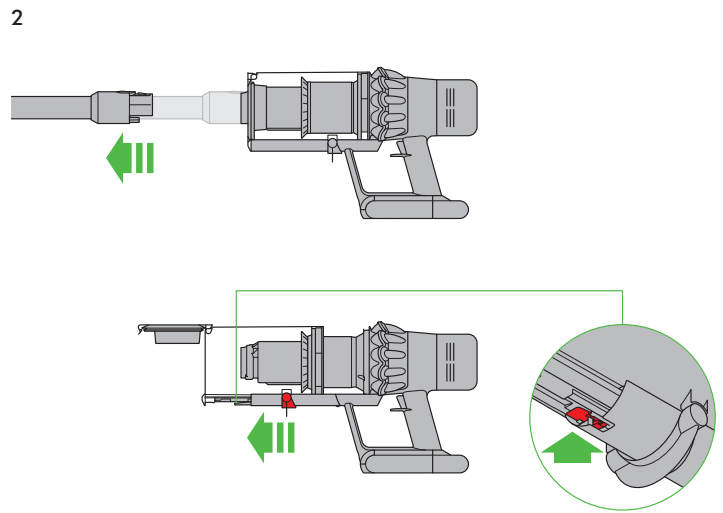
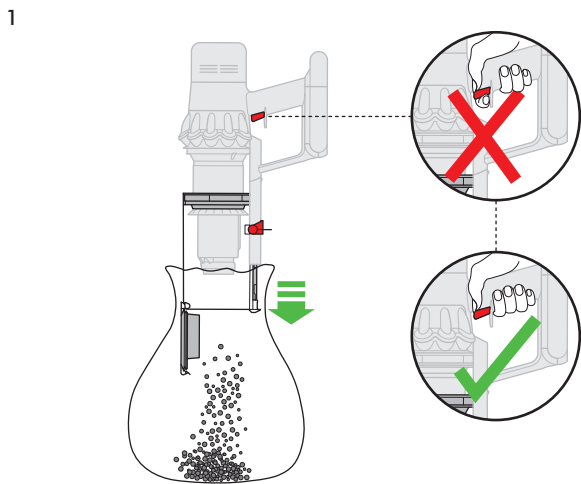
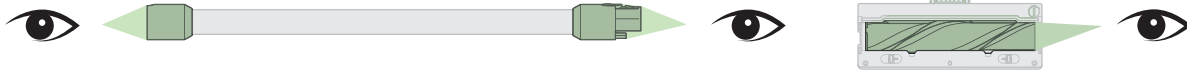


Be careful not to pull the power trigger while the clear bin is open for emptying.



Close the clear bin by pushing the bin base upwards until the clear bin and bin base click into place.

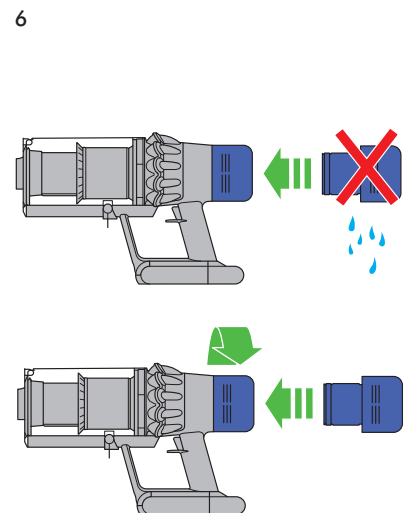
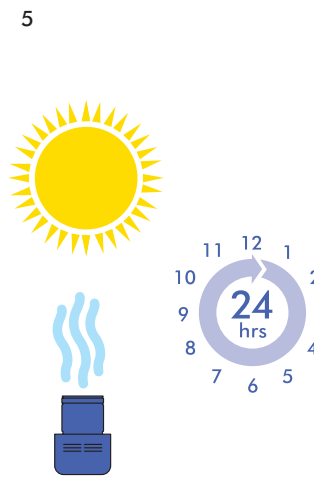
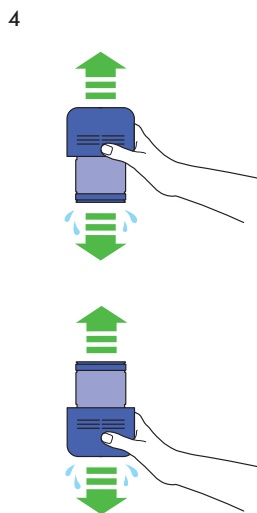
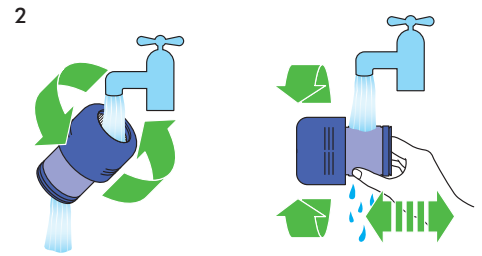
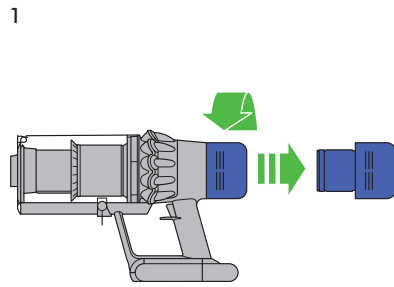
# Looking for blockages



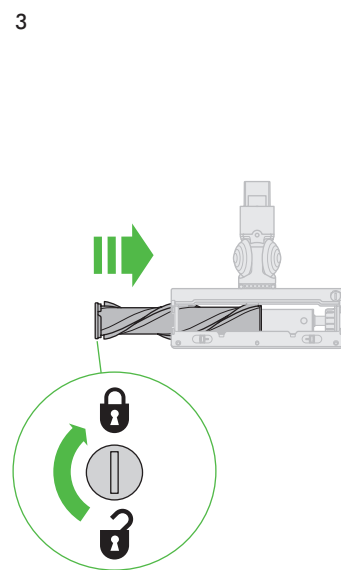
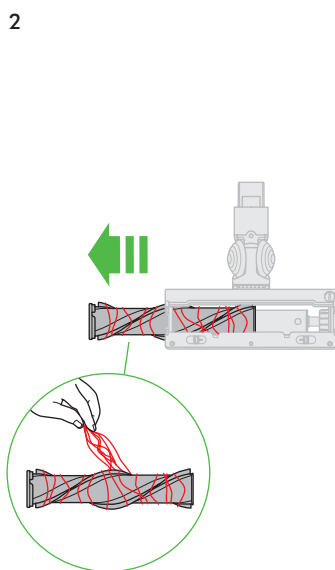
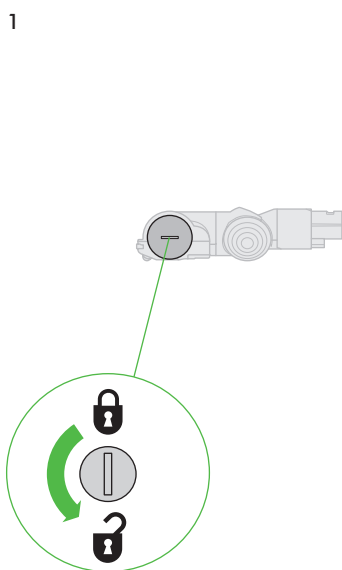
Close the clear bin by pushing the bin base upwards until the clear bin and bin base click into place.



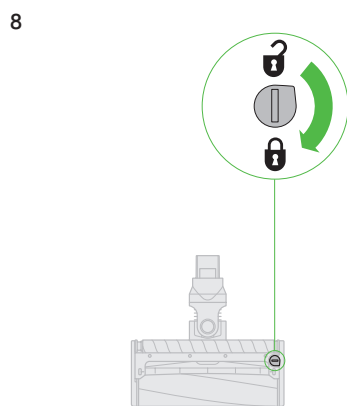
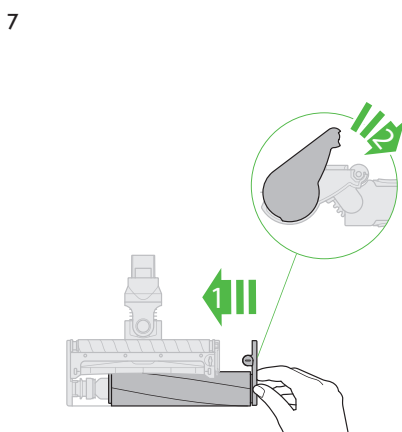
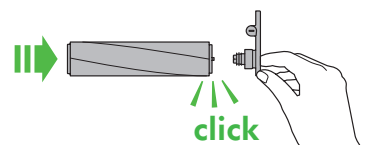
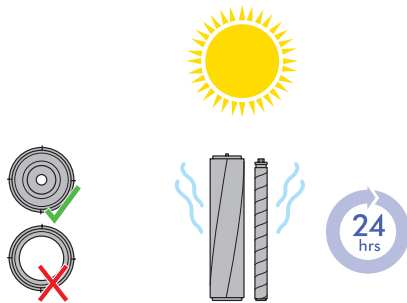
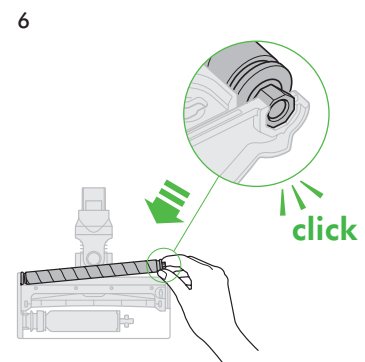
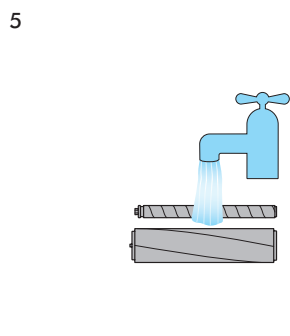
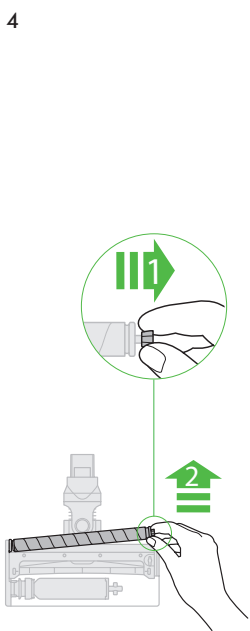
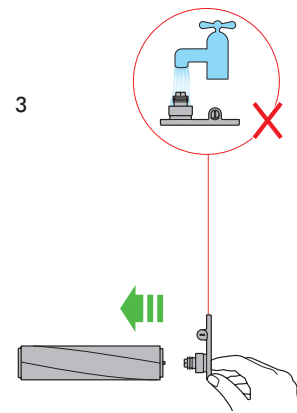
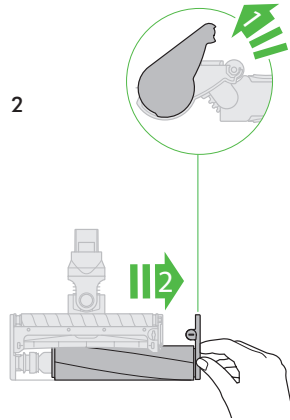
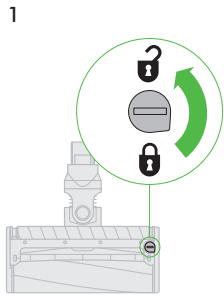
# Cleaning the filter



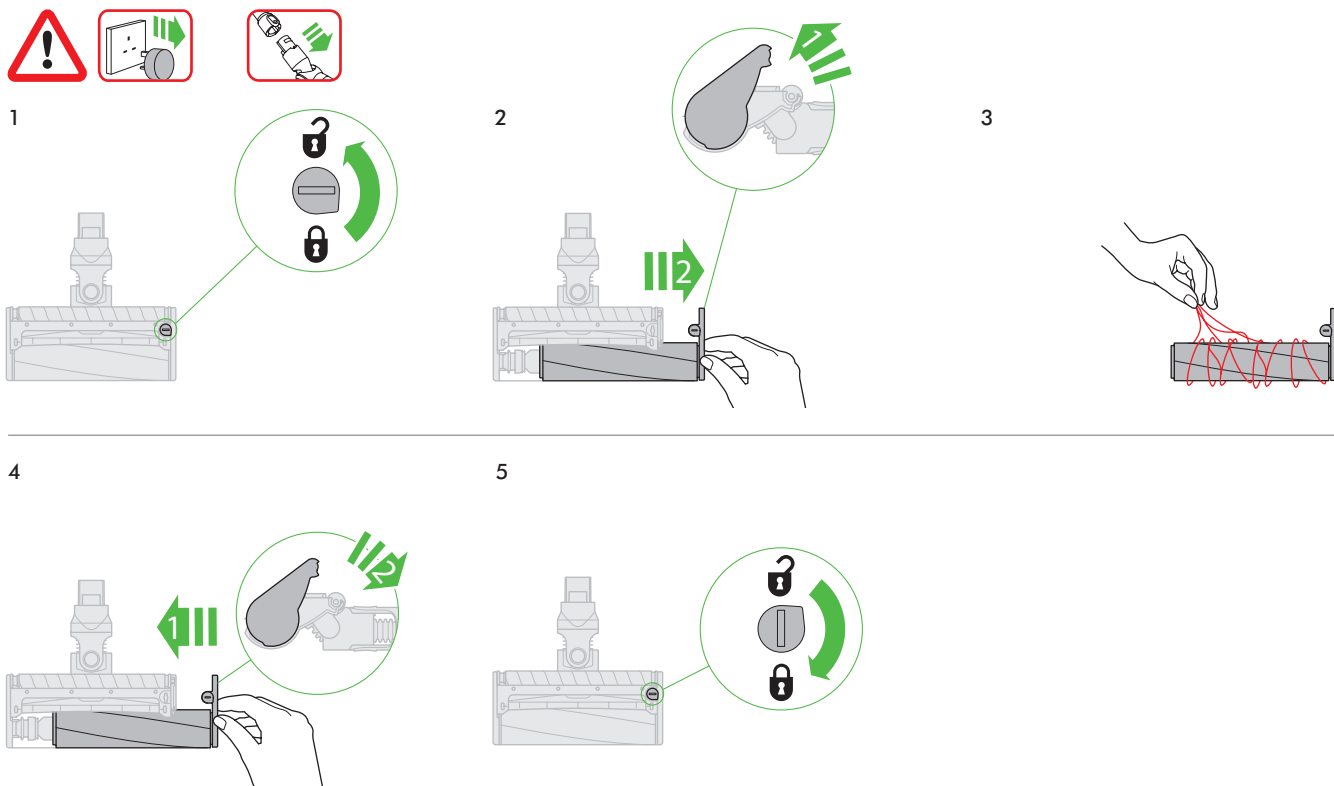
# High torque cleaner head maintenance



# Soft roller cleaner head maintenance – washing the brush bars



# Soft roller cleaner head maintenance – clearing blockages



## Additional information

Please read the 'Important safety instructions' in the Dyson User manual before proceeding.

### Installing your docking station

- Unpack the docking station, charger and installation leaflet.
- Choose a suitable location for the docking station and make sure there is no pipework (gas, water or air), electrical cables, wires or ductwork directly behind the mounting location.
- Don't locate the docking station near a heat source such as a cooker, radiator or in direct sunlight.
- Follow the instructions on the installation leaflet.
- Click the tools into place on the docking station.
- Place the machine into the docking station.
- Plug the charger into the mains electricity supply. Switch on (if necessary) to charge the battery.
- It is important to fully charge your machine before using for the first time and after every use.

The docking station must be mounted in accordance with regulations and applicable codes/standards (state and local laws may apply).  
Dyson recommends the use of protective clothing, eyewear and materials when installing the docking station.

### Using your machine

- Check that the underside of the cleaner head or tool is clean and free from foreign objects that may cause damage.
- Before vacuuming your flooring, rugs and carpets, check the manufacturer's recommended cleaning instructions.
- The brush bar on the machine can damage certain carpet types and floors. Some carpets will fuzz if a rotating brush bar is used when vacuuming. If this happens, we recommend vacuuming without the motorised floor tool and consulting with your flooring manufacturer.

### Using your High torque cleaner head

Your High torque cleaner head has a slider control to adjust the suction of the cleaner head. To select the suction required, move the suction control slider on top of the cleaner head.  
Maximum suction for ground in dust and debris (+)  
• For vacuuming durable floor coverings, hard floors and heavily soiled carpets and rugs.  
Suction for dust and debris (▲)

- For vacuuming of lightly soiled carpets, rugs and hard flooring.
- For vacuuming of large debris such as peanuts or rice.
- Suction for deep pile carpets and delicate flooring (-)
- For vacuuming deep pile carpets or rugs and flooring where you experience greater resistance.
- For vacuuming lightly soiled floors, and delicate flooring such as vinyl, parquet and lino.

### Emptying your clear bin

- Empty as soon as the dirt reaches the MAX level – don't overfill. Using the machine when the dirt is above the MAX line may cause the dirt to reach the filter and more frequent maintenance will be required.
- Be careful not to pull the power trigger while the clear bin is open for emptying.
- Press the red wand release button and pull the wand away from the bin.
- To release the dirt:
  - Hold the machine over a bin in a downwards position.
  - Firmly push the red bin release button. The bin will slide down, cleaning the shroud as it goes and the bin base will open.
- The bin base won't open if the red bin release button isn't pushed down all the way.
- To minimise dust/allergen contact when emptying, cover the clear bin tightly in a dust proof bag while you empty. Remove the clear bin carefully from the bag. Seal the bag tightly and dispose.
- Be careful not to pull the power trigger while the clear bin is open for emptying.
- To close the clear bin:
  - Push the bin base upwards until the clear bin and bin base click into place.

### Cleaning your clear bin

If it is necessary to clean your clear bin, empty the bin as shown in the 'Emptying your clear bin' section.

- Press the red button located on the bin runner to release the bin and slide the bin off the runner.
- Clean the clear bin with a damp cloth only.
- Make sure that the clear bin and seals are completely dry before replacing.
- To refit the clear bin:
  - Insert the spine on to the bin runner.
  - Close the clear bin by pushing the bin base upwards until the clear bin and bin base click into place.

The clear bin isn't dishwasher safe and the use of detergents, polishes or air fresheners to clean the clear bin isn't recommended as this may damage your machine.

### Looking for blockages

- Your machine is fitted with an automatic cut-out. If any part becomes blocked, the machine may automatically cut out.
- The motor will pulse and the LCD screen will indicate that there is a blockage.
- Leave to cool down before looking for blockages.
- Be careful not to pull the power trigger while looking for blockages.
- Make sure any blockages are clear and all parts are refitted before using your machine.

- Beware of sharp objects when checking for blockages.
- Clearing blockages is not covered by your guarantee.
- To check for blockages in the main body of your machine, remove the clear bin following the instructions in the 'Emptying your clear bin' section and remove any blockage.
- If you can't clear an obstruction from the cleaner head, you may need to remove the brush bar. Use a coin to unlock the fastener, slide the brush bar out of the cleaner head and remove the obstruction. Replace the brush bar and securely tighten the fastener. Make sure it is fixed firmly before using your machine.
- This machine has carbon fibre brushes. Take care if coming into contact with them, as they may cause minor skin irritation. Wash your hands after handling the brushes.

#### Washing your filter unit

To always get the best performance from your machine, it is important to regularly clean the filters and check for blockages.

The LCD display will alert you when the filter unit needs washing. We recommend that you wash your filter at least once a month or when your machine alerts you.

- Remove the filter unit by twisting it anticlockwise. Gently pull away from the machine.
- Tap the filter unit gently, to remove any excess dust and debris before washing it.
- Wash the filter unit in cold water only.
- Wash the pleated paper element of the filter unit first; hold the filter unit under a cold water tap with the foam element downwards and run cold water over the pleated paper.
- Wash the foam element of the filter unit next; hold the filter unit under a cold water tap with the foam element downwards so that dirty water does not contaminate the pleated paper element. Run cold water over the inside and outside of the foam element and squeeze the foam gently to expel the dirt.
- Repeat washing both parts of the filter unit until the water runs clear.
- Gently shake the filter unit to remove any excess water and leave to drain with the foam element end facing up.
- Leave the filter unit to dry completely in a dry environment with good airflow, for a minimum of 24 hours.
- To refit, position the filter unit in place on the main body and twist clockwise until it clicks into place.

The filter unit may require more frequent washing if vacuuming fine dust or if used mostly in Boost mode.

Don't put any part of your machine in a dishwasher, washing machine, tumble dryer, oven, microwave or near a naked flame.

#### Looking after your High torque cleaner head

- Turn the cleaner head upside down. Use a coin to turn the end cap a quarter anticlockwise until it clicks into the unlocked position.
- Slide the brush bar out of the cleaner head.
- Remove any hair, carpet fibres or other debris from the brush bar.
- Slide the brush bar back into the cleaner head.
- Turn the end cap a quarter until it clicks into the locked position.

#### Looking after your Soft roller cleaner head

- Turn the cleaner head upside down. Use a coin to turn the end cap a quarter anticlockwise until it clicks into the unlocked position.
- Rotate the end cap to the open position. Gently slide the main brush bar out of the cleaner head.
- Remove the end cap from the main brush bar.
- Do not wash the end cap.
- Lift the small brush bar out of the cleaner head.
- Hold the brush bars under running water and gently rub to remove any lint or dirt.
- Stand the brush bars upright as shown. Leave to dry completely for a minimum of 24 hours.
- Before replacing, check that the brush bars are completely dry.
- Put the small brush bar back into position making sure it clicks into place.
- Reattach the end cap to the main brush bar.
- Slide the main brush bar into the cleaner head. Rotate the end cap to the closed position.
- Close the fastener by turning it a quarter clockwise. Check that the fastener and brush bars are all securely in place.

#### Charging and storing

- This machine will switch off if the battery temperature is below 10°C (50°F). This is designed to protect the motor and battery. Do not charge the machine and then move it to an area with a temperature below 10°C (50°F) for storage purposes.
- To help prolong battery life, avoid recharging immediately after a full discharge. Allow to cool for a few minutes.
- Avoid using the machine with the battery flush to a surface. This will help it run cooler and prolong battery run time and life.


#### Battery safety instructions

- If the battery needs replacing, please contact the Dyson Helpline.
- Use only the Dyson charger Part Number 217160 or 270576 for charging this Dyson machine.
- Use only the Dyson battery Part Number 355983 for this Dyson machine. Other type of batteries may explode, resulting in fire and causing injury to persons and damage.

#### Caution

The battery used in this machine may present a risk of fire or chemical burn if mistreated. Do not short contacts, heat above 60°C (140°F), or incinerate. Keep away from children. Do not disassemble and do not dispose of in fire.

#### Disposal information

- Dyson products are made from high grade recyclable materials. Recycle where possible.
  - The battery should be removed from the machine before disposal.
  - Dispose of or recycle the battery in accordance with local ordinances or regulations.
  - Dispose of the exhausted filter unit in accordance with local ordinances or regulations.
-  This symbol indicates that this machine should not be disposed with your general household waste. To prevent possible harm to the environment or human health from uncontrolled waste disposal, recycle it responsibly to promote the sustainable reuse of material resources. When this machine has reached the end of its serviceable life, please take it to a recognised WEEE (Waste Electrical and Electronic Equipment) collection facility such as your local civic amenity site for recycling. Your local authority or retailer will be able to advise you of your nearest recycling facility.

#### Limited 2-year guarantee

Terms and conditions of the Dyson 2-year limited guarantee

#### What is covered

- The repair or replacement of your Dyson machine (at Dyson's discretion) if it is found to be defective due to faulty materials, workmanship or function within two 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).
- Where this machine is sold outside of the EU, this guarantee will only be valid if the machine is used in the country in which it was sold.
- Where this machine is sold within the EU, this guarantee will only be valid (i) if the machine is used in the country in which it was sold or (ii) if the machine is used in Austria, Belgium, France, Germany, Ireland, Italy, Netherlands, Spain or the United Kingdom and the same model as this machine is sold at the same voltage rating in the relevant country.

#### What is not covered

Dyson does not guarantee the repair or replacement of a product where a defect is the result of:

- Accidental damage, faults caused by negligent use or care, misuse, neglect, carelessness or operation or handling of the manual which is not in accordance with the Dyson User manual.
- Use of the machine for anything other than normal domestic household purposes.
- Use of parts not assembled or installed in accordance with the instructions of Dyson.
- Use of parts and accessories which are not genuine Dyson components.
- Faulty installation (except where installed by Dyson).
- Repairs or alterations carried out by parties other than Dyson or its authorised agents.
- Blockages – please refer to the Dyson User manual for details on how to look for and clear blockages.
- Normal wear and tear (e.g. fuse, brush bar etc.).
- Use of the machine on rubble, ash, plaster.
- Reduction in battery discharge time due to battery age or use (where applicable).

If you are in any doubt as to what is covered by your guarantee, please contact the Dyson Helpline.

#### Summary of cover

- The guarantee becomes effective from the date of purchase (or the date of delivery if this is later).
- You must provide proof of (both the original and any subsequent) delivery/purchase before any work can be carried out on your Dyson machine. Without this proof, any work carried out will be chargeable. Keep your receipt or delivery note.
- All work will be carried out by Dyson or its authorised agents.
- Any parts which are replaced by Dyson will become the property of Dyson.
- The repair or replacement of your Dyson machine 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.

#### Important data protection information

When registering your Dyson machine:

- You will need to provide us with basic contact information to register your machine and enable us to support your guarantee.
- When you register, you will have the opportunity to choose whether you would like to receive communications from us. If you opt-in to communications from Dyson, we will send you details of special offers and news of our latest innovations.
- We never sell your information to third parties and only use information that you share with us as defined by our privacy policies which are available on our website at [privacy.dyson.com](http://privacy.dyson.com).



# Dyson customer care

If you have a question about your Dyson machine, contact us via the Dyson website or call the Dyson Helpline with your serial number and details of where and when you bought the machine.

## **GB**

Dyson customer care  
askdyson@dyson.co.uk  
0800 298 0298

Dyson Technology Limited, Tetbury Hill, Malmesbury, Wiltshire, SN16 0RP

## **IE**

Dyson customer care  
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01 475 7109  
Dyson Ireland Limited, Office 2, Central Park, Leopardstown, Dublin 18,  
Ireland



