



## 5 YEAR LIMITED PARTS AND LABOR WARRANTY

### TERMS AND CONDITIONS OF THE DYSON 5 YEAR PARTS AND LABOR WARRANTY

#### WHAT IS COVERED

Your Dyson machine is warranted against original defects in materials and workmanship for a period of 5 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 and replaced by Dyson will become the property of Dyson. Please call the Dyson Helpline at 1-866-277-4649 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.
  - Faulty installation (except where installed by Dyson).
  - 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, belt, filter, brush bar, hose assembly and power cord (or where external damage or abuse is diagnosed), carpet or floor damage due to use not in accordance with manufacturer's instructions or failure to turn the brush bar off when necessary.
  - 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.
- If you are in any doubt as to what is covered by your warranty, please contact Dyson.

## 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](http://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 1-866-277-4649. 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](http://www.dyson.com/privacy)

## PRODUCT INFORMATION

Please note: Small details may vary from those shown.

Your serial number can be found on your rating plate which is behind the clear bin.

Note your serial number for future reference.

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This illustration is for example purposes only.

## ONLINE SUPPORT

- For online help, general tips, videos and useful information about Dyson.  
[www.dyson.com/up20supportvideos](http://www.dyson.com/up20supportvideos)  
[www.dyson.com/support](http://www.dyson.com/support)

## 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.

## 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](http://www.dyson.com)
- Telephone the Dyson Helpline on 1-866-277-4649
- Complete the enclosed form and post 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.  
By registering online or by phone you will:
  - Protect your investment with a five year parts and labor warranty
  - Receive helpful tips on using your machine.
  - Be the first to hear about our latest inventions.
  - Registering only takes a few minutes and all you need is your serial number.

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.