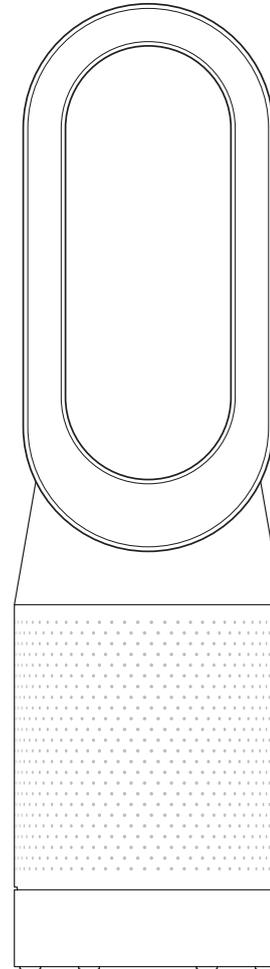


dyson pure hot+cool

Operating manual



HP04

Contents

Getting started

4	Registration	17	Care and maintenance
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Thank you for choosing to buy
a Dyson purifying fan heater

Take full control with
the Dyson Link app

Get step-by-step setup and support.

Control how and when your purifying
fan heater runs.

Monitor and record air quality
through visual updates.

Automatically keep up to date with
the latest software upgrades.

Download the Dyson Link app

Download the Dyson Link app from the App Store or Google Play.
Open the app and follow the on-screen instructions to create a new account.



For further information and support:

Online:

AU: www.dyson.com.au/support

NZ: www.dyson.co.nz/support

On the phone:

AU: 1800 239 766

NZ: 0800 397 667

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Registration

4 easy ways to register your 2 year guarantee

After registering your 2 year guarantee, your Dyson appliance will be covered for parts and labour (excluding filters) for 2 years from the date of purchase, subject to the terms of the Dyson guarantee. Your serial number can be found on your rating plate which is on the base of the appliance.

Note your serial number for future reference.

This illustration is for example purposes only.



Register with your smartphone
Download the Dyson Link app and you will be taken through registration as part of the set up.



Register by phone
Call our dedicated Helpline.
AU: 1800 239 766
NZ: 0800 397 667



Register online
Visit our website to register your Dyson full parts and labour guarantee online.
AU: www.dyson.com.au/register
NZ: www.dyson.co.nz/register



Register by mail
Complete and return the form to Dyson in the envelope supplied.

IMPORTANT INSTRUCTIONS

WARNING

THE APPLIANCE AND THE REMOTE CONTROL BOTH CONTAIN MAGNETS.

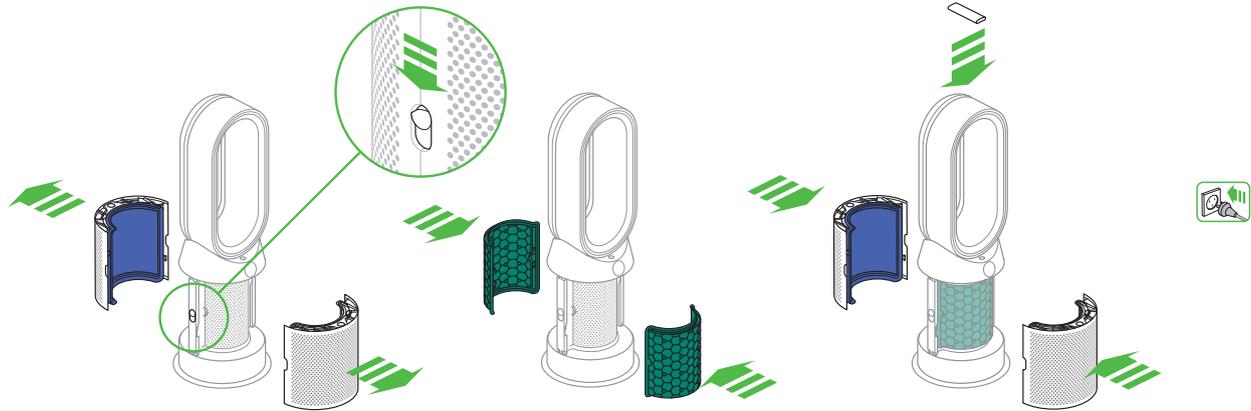
1. Pacemakers and defibrillators may be affected by strong magnetic fields. If you or someone in your household has a pacemaker or defibrillator, avoid placing the remote control in a pocket or near to the device.
2. Credit cards and electronic storage media may also be affected by magnets and should be kept away from the remote control and the top of the appliance.

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

3. Disconnect power or unplug before cleaning, performing any maintenance or replacing a filter. Always unplug the appliance when not in use.
4. Some parts of this appliance can become very hot and cause burns. Particular attention has to be given where children and vulnerable people are present.
5. This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety. Children should be supervised to ensure that they do not play with the appliance.
6. This appliance must not be located immediately below a socket outlet.
7. Do not use or store this appliance in the immediate surroundings of a bath, shower or swimming pool.
8. To avoid overheating, do not cover the appliance.
9. If the supply cord is damaged, it must be replaced or repaired by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.
10. Do not use this appliance in small rooms when they are occupied by persons not capable of leaving the room on their own, unless constant supervision is provided.
11. To reduce the risk of fire, keep textiles, curtains, or any other flammable material a minimum distance of 1 metre from the air outlet.

12. Do not use outdoors or on wet surfaces and do not handle any part of the appliance or plug with wet hands.
13. Keep the appliance away from flammable liquids, vapours, air fresheners and essential oils.
14. Always plug directly into a wall socket. Never use with an extension cable as overloading may result in the cable overheating and catching fire.
15. Do not use this appliance if it has been damaged or submerged in water.
16. Do not use this appliance if it has been dropped or if it has visible signs of damage.
17. Keep this appliance and cable away from heated surfaces. Do not position the cable under furniture or appliances.
18. Do not put any objects into any opening as this may cause an electric shock or fire, or may damage the appliance.
19. Always carry this appliance by the base and not by the loop amplifier.
20. Always use this appliance on a horizontal and stable surface.
21. If there is a loose fit between the plug and the socket or the plug becomes very hot, the socket may need to be replaced. Check with a qualified electrician to replace the socket.
-  22. Chemical Burn and Choking Hazard. Keep batteries away from children. This product contains a lithium button/coin cell battery. If a new or used lithium button/coin cell battery is swallowed or enters the body, it can cause severe internal burns and can lead to death in as little as 2 hours. Always completely secure the battery compartment. If the battery compartment does not close securely, stop using the product, remove the batteries, and keep it away from children. If you think batteries might have been swallowed or placed inside any part of the body, seek immediate medical attention.

Assembly



Use both hands to lift the appliance out of the box, taking care to hold by the base of the appliance only.

Do not lift out by the amplifier loop.

Slide the buttons down on both sides of the shrouds.

The shrouds will release with the glass HEPA filters attached.

Take the carbon filters out of the box and remove the protective packaging.

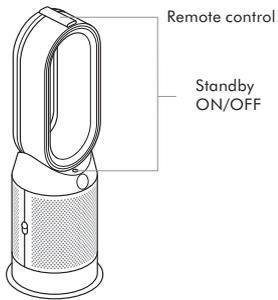
Attach both carbon filters to the appliance.

Position the shrouds onto the base and push gently until they click securely into place.

Place the remote control on the top of the appliance with the buttons facing down.

Plug in and switch on.

Controls



Standby ON/OFF

Airflow speed

Auto mode

Oscillation ON/OFF

Sleep timer



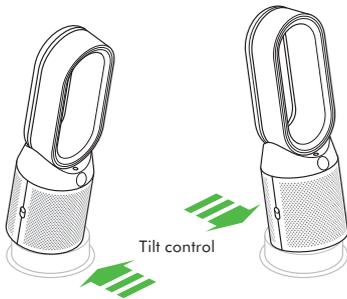
Information menu

Heating control

Fan mode

Airflow direction

Night mode



Continuous monitoring

With continuous monitoring enabled, your appliance will gather air quality, temperature and humidity information, which is displayed on the LCD screen and in the Dyson Link app.

By default, continuous monitoring is disabled. Once enabled, continuous monitoring is always active.

To enable/disable continuous monitoring:

Press and hold the auto mode button on the remote for 5 seconds to enable it. The LCD screen will indicate when continuous monitoring is enabled or disabled.

Connecting to the Dyson Link app



The Dyson Link app allows you to control, schedule, monitor, and customise your settings for your appliance from your mobile device.

Wi-Fi is enabled by default. To disable or enable the Wi-Fi press and hold the ON/OFF button on the appliance for 5 Seconds.



Plug in your appliance to the mains electricity supply and turn on the power.

Check your mobile device is compatible with the app, switched on, connected to a Wi-Fi network and Bluetooth® wireless technology enabled.

If you do not already have the Dyson Link app you will need to download it from the App Store or Google Play.

Open the Dyson Link app and follow the instructions to create a new account if you do not already have one.

Follow the on-screen instructions to pair your appliance to the Dyson Link app.

You will now be able to use the Dyson Link app to create custom settings, monitor

information from the appliance, control your appliance, schedule use and also keep up to date with system upgrades.

If you experience problems downloading the Dyson Link app or pairing your device; first check that you are connected to a Wi-Fi network and Bluetooth® wireless technology is enabled on your mobile device and try again.

If you continue to experience problems downloading the app or pairing your device, please contact the Dyson Helpline.

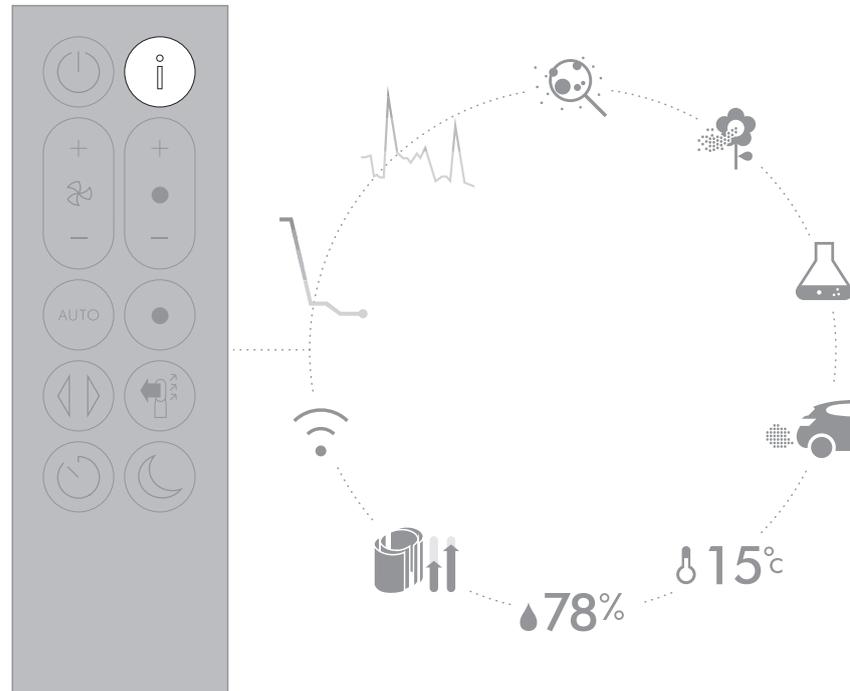
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Google Play and the Google Play logo are trademarks of Google Inc.
The Bluetooth® word mark and logos are registered trademarks owned by the Bluetooth SIG, Inc. and any use of such marks by Dyson is under license.

Information menu

Press this button to scroll through the information being monitored by your appliance.

Information about air quality, temperature, humidity and filter levels are shown.

When a pollutant causes the air quality to drop, the relevant symbol will show on the LCD screen.





Indoor air quality - 12 seconds
Monitors the current air quality with a graph showing the last 12 seconds of data.



Indoor air quality - 24 hours
Monitors the air quality with a graph showing 24 hours of data, sampled at five-minute intervals.



Particulate matter (PM2.5)
Monitors the presence of microscopic particles up to 2.5 microns in size, suspended in the air we breathe. These include smoke, bacteria and allergens.



Particulate matter (PM10)
Monitors the presence of larger microscopic particles, up to 10 microns in size, suspended in the air we breathe. These include dust, mould and pollen.



Volatile organic compounds
VOCs are typically odours that may be potentially harmful. These can be found in cleaning products, paints and new furnishings.



Nitrogen dioxide and other oxidising gases
These potentially harmful gases are released into the air by combustion, for example the burning gas when cooking and in vehicle exhaust emissions.



Indoor temperature
Monitor the ambient temperature to help maintain a comfortable environment.



Indoor humidity
Displays the amount of water vapour in the air, shown as a percentage of the maximum possible humidity at the current temperature.



Filters
Displays the remaining lifespan for each filter unit. When a filter unit needs changing, the display will remind you.



Wi-Fi
Displays the current status of the connection to the Wi-Fi network.

Auto mode

Set your appliance to Auto mode and the on-board sensors will intelligently adjust the settings of the appliance according to the air quality.

Air quality: Your appliance will pause when the target air quality has been reached, switching on again when the air quality levels drop.

Airflow speed: The airflow speed will increase until the target air quality and temperature have been reached.

Night mode: Your appliance will only run with airflow speeds from 1 to 4.

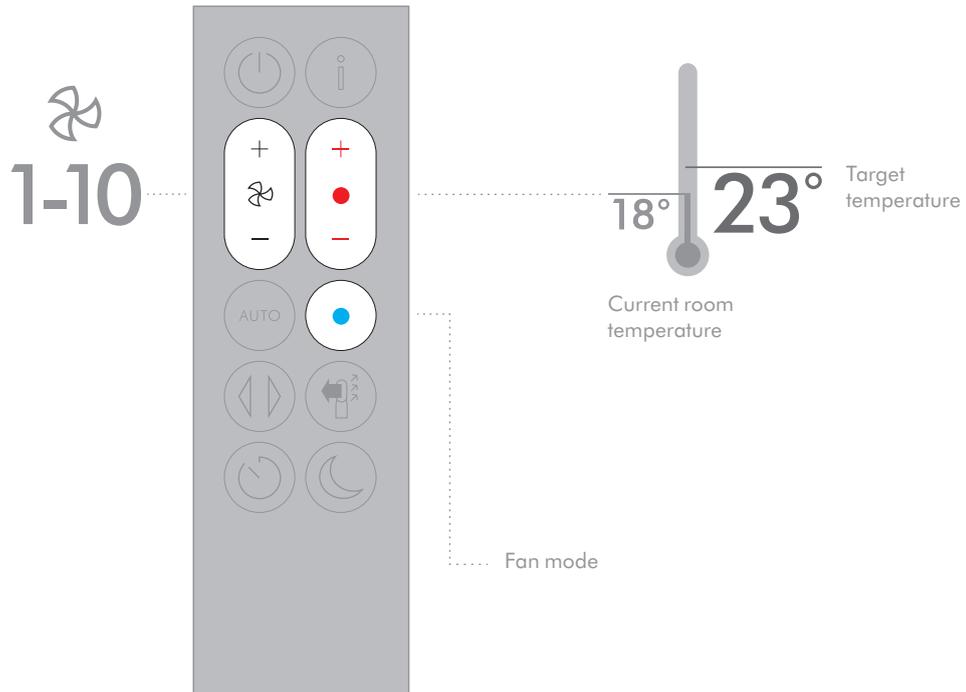


Heating

Press the button to set the required room temperature.

Your appliance will pause when the temperature set has been reached.

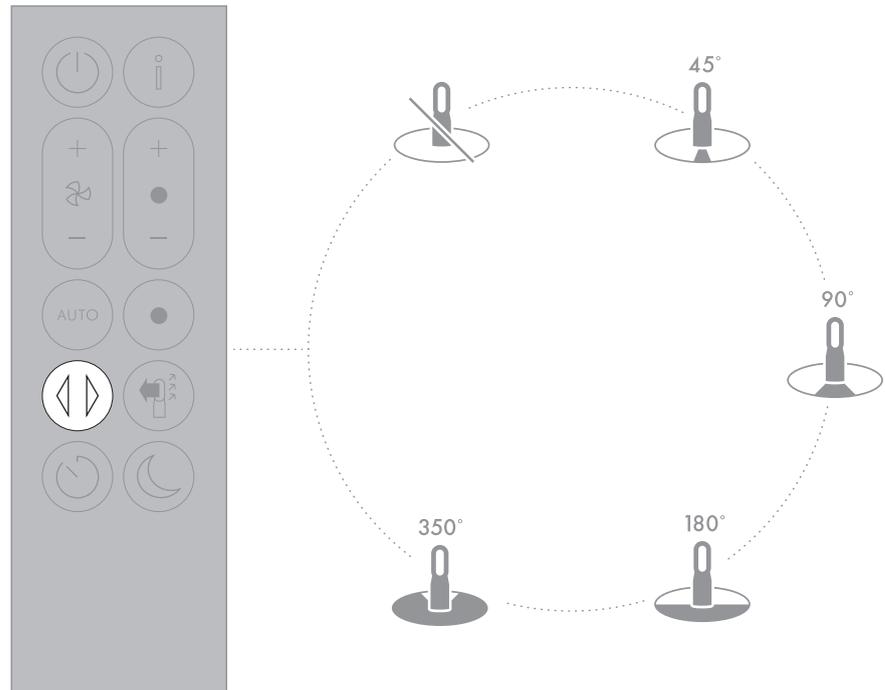
Press the Fan mode button to switch your appliance from Heating mode to Fan mode.



Oscillation

Press the button to circulate the air around the room and scroll through the oscillation settings from 0° to 350°.

Customise your oscillation settings in the Dyson Link app.



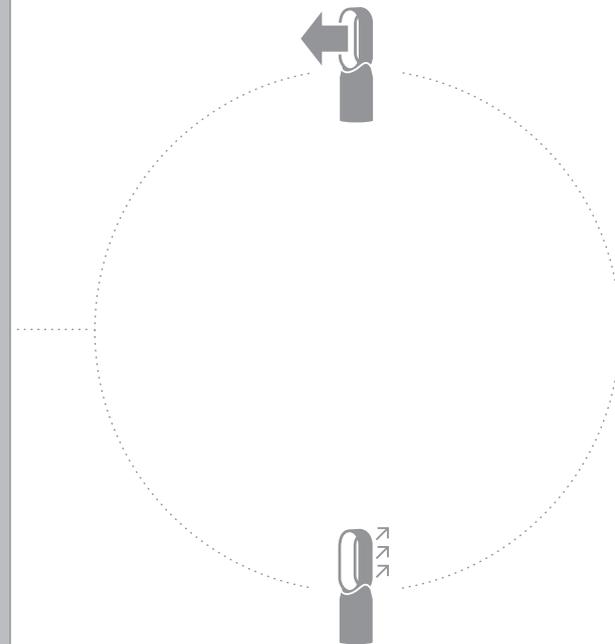
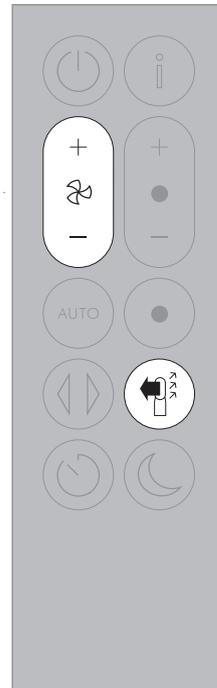
Airflow

Press the Airflow speed button to increase and decrease the airflow speed.

Press the Airflow direction button to change the direction of airflow from front to back. Your appliance will continue to purify in both settings.

Heating mode will only function when the air direction is set to the front. If airflow is changed to the back, your appliance will change to Fan mode.


1-10

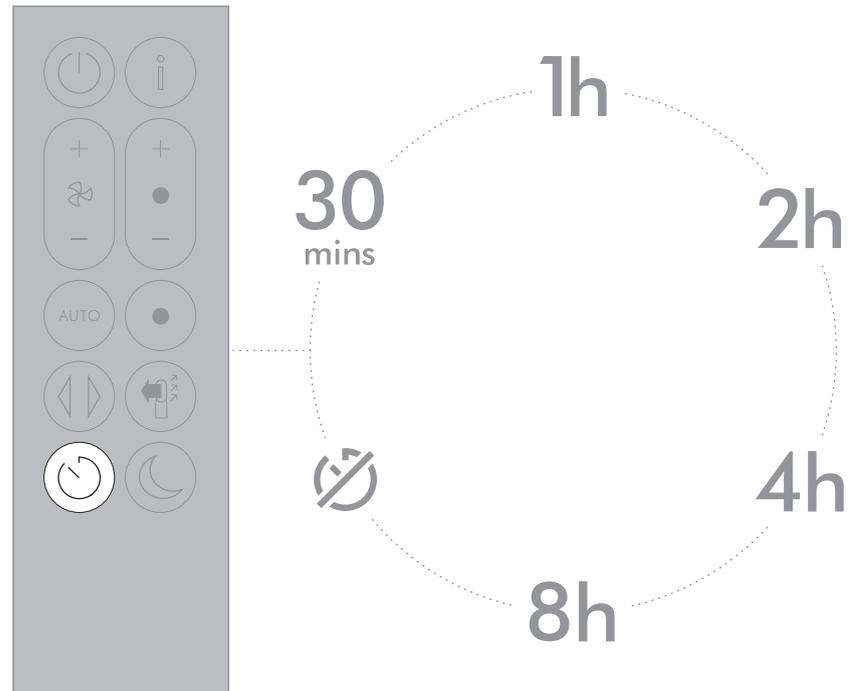


Sleep timer

Your appliance will turn off automatically after the selected amount of time.

To set the time: Press the button to scroll through the time options. Once activated press the Sleep timer button once to see the time selected.

To cancel the Sleep timer: Press the Sleep timer button twice.



Night mode

In Night mode, your appliance will continue to monitor and respond to changes in air quality and temperature, but only using its quietest settings – and with its LCD screen dimmed.



Care and maintenance

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

Changing your filters:
The display on your appliance and app will indicate when to change your filters.

Order new filters on the Dyson Link app or www.dyson.com.au (AU), www.dyson.co.nz (NZ). Your new filters will come with instructions, go online for further support and videos.

Do not use your appliance without the filters in place. Unplug your appliance from the mains electricity supply before cleaning or changing filters.

Error codes:

If your appliance shows an error code, try turning it off and then on again. If this does not clear the error code contact Dyson Customer Care.

For further information and support about the care and maintenance of your appliance and replacing the filters go to the Dyson Link app or

Online:

(AU) www.dyson.com.au/support

(NZ) www.dyson.co.nz/support

Additional information

CONTROL WITHOUT THE REMOTE

- The appliance can be controlled through your Dyson Link app.

DYSON LINK APP CONNECTIVITY

- You must have a live Internet connection in order for the Dyson Link app to work.
- The appliance can connect to either 2.4GHz or 5GHz networks which includes most modern routers. Check your router documentation for compatibility.
- The Dyson Link app requires an iOS device with at least iOS version 10* or an Android device with at least Android version 5.
- Your mobile device must have Bluetooth® wireless technology 4.0 support (Bluetooth® wireless technology Low Energy) in order to set up a connection with the appliance. Check your device specification for compatibility.

Supported Wi-Fi protocols:

- IEEE802.11a
- IEEE802.11b (Not recommended)
- IEEE802.11g
- IEEE802.11n

REPLACEABLE PARTS

BATTERY REPLACEMENT

CAUTION

- Unscrew the battery compartment on the remote control. Loosen the base and pull to remove the battery.
- Do not install backwards or short circuit the batteries.
- Do not attempt to dismantle or charge the batteries. Keep away from fire.
- Follow battery manufacturers' instructions when installing new batteries (battery type CR 2032).
- Always replace the screw in the remote control and refer to the battery hazard in the warning section.

NON-WASHABLE FILTER UNITS

- Your filter units are non-washable and non-recyclable.
- To replace your filter units follow the steps as shown.
- Failure to replace the filter units when prompted may result in changes to product performance and appearance.
- New filter units can be purchased at www.dyson.com.au/support (AU) or www.dyson.co.nz/support (NZ).

AUTO MODE

- A period of 6 days is required after the appliance is first used for the sensor to calibrate. During this period the appliance may be more sensitive to VOCs (such as odours) than normal.
- During first use, whilst the sensors calibrate, the appliance can take up to 60 minutes to show VOC and NO2 data.

AUTOMATIC CUT-OUT

- For your safety this appliance is fitted with automatic cut-out switches that operate if the appliance tips over or overheats. If the switches operate, unplug the appliance and allow it to cool. Before restarting the appliance check and clear any blockages and ensure that the appliance is on a solid level surface.
- In heating mode the appliance will automatically switch 'OFF' after 9 hours of continuous use. To restart the machine, press the Standby ON/OFF button on either the remote control or the base, or restart via the Dyson Link app.

DISPOSAL INFORMATION

Dyson products are made from high grade recyclable materials. Please dispose of this product responsibly and recycle where possible.

When your Dyson appliance reaches the end of its life, we are responsible for its safe disposal. You can send your old Dyson appliance 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 appliance.
2. Take the package to your local post office and send to the address below:

Dyson We Recycle
Reply Paid 83215
Dyson Service Centre
8-10 Mangrove Lane
Taren Point, NSW 2229

- Keep the used batteries away from children as these can still harm children if swallowed.
- Your filter units are non-washable and non-recyclable.

- Dispose of the exhausted filter units in accordance with local ordinances or regulations.
- The battery should be removed from the product before disposal.

DYSON CUSTOMER CARE

THANK YOU FOR CHOOSING TO BUY A DYSON APPLIANCE

After registering your 2 year Dyson guarantee, your Dyson appliance 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 any questions about your Dyson appliance, call the Dyson Helpline with your serial number and details of where and when you bought the appliance. Most questions can be solved over the phone by one of our trained Dyson Helpline staff.

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

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

REGISTERING YOUR DYSON GUARANTEE

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

- Online:
 - AU: www.dyson.com.au/register
 - NZ: www.dyson.co.nz/register
- By calling the Dyson Customer Care Helpline.
 - AU: 1800 239 766
 - NZ: 0800 397 667
- By completing and returning the enclosed form to us by mail.
- SMARTPHONE. Download the Dyson Link app and you will be taken through registration as part of the set up.

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

DYSON 2 YEAR GUARANTEE

TERMS AND CONDITIONS OF THE DYSON 2 YEAR GUARANTEE

WHAT IS COVERED

- The repair or replacement of your Dyson appliance (at Dyson's discretion) if it is found to be defective due to faulty materials, workmanship or function within 2 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).
- This Dyson guarantee will only be valid if the appliance is used in the country in which it was sold.

WHAT IS NOT COVERED

- Replacement filter units. The appliance's filter units are not covered by the guarantee. Under your Dyson guarantee, Dyson shall not be liable for costs of repair or replacement of a product incurred as a result of:
 - Damage caused by not carrying out the recommended appliance maintenance.
 - Accidental damage, faults caused by negligent use or care, misuse, neglect, careless operation or handling of the Dyson appliance which is not in accordance with this Dyson Operating Manual.
- Use of the Dyson appliance 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.
- 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 'Care and maintenance' section and illustrations in this Dyson Operating Manual for details of how to look for and clear blockages.
- Normal wear and tear (e.g. fuse etc.).
- Reduction in battery discharge time due to battery age or use (cordless machines only).
- Whether or not your Dyson guarantee applies, you may have statutory rights and remedies available to you as a consumer. If you are in any doubt as to what is covered by your Dyson guarantee, please call the Dyson Helpline.

OTHER TERMS RELATING TO THE DYSON GUARANTEE

- The Dyson guarantee becomes effective from the date of purchase.
- All work will be carried out by Dyson Appliances (Aust.) Pty Limited, Dyson New Zealand Limited (NZ) or their authorised agents.
- Any parts replaced by Dyson or its service agents will become the property of Dyson Appliances (Aust.) Pty Limited or Dyson New Zealand Limited (NZ).
- You must provide proof of (both the original and any subsequent) delivery/purchase before any work can be carried out on your Dyson appliance. Without this proof, any work carried out pursuant to the Dyson guarantee and any associated delivery charges (both to and from us) will be at your cost, subject to your statutory rights and remedies as a consumer. Please keep your receipt or delivery note.
- Whether or not your Dyson guarantee applies, you may have statutory rights and remedies available to you as a consumer. If you are in any doubt as to what is covered by your Dyson guarantee, please call the Dyson Helpline.

AUSTRALIAN CONSUMER LAW

In addition to your rights under the Dyson guarantee, we also provide the following statement as required by the Australian Consumer Law: In Australia, your Dyson appliance comes with statutory guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have your Dyson appliance repaired or replaced if it fails to be of acceptable quality and the failure does not amount to a major failure.

NEW ZEALAND CONSUMER LAW

Under the New Zealand Consumer Guarantees Act 1993, if the product is not of acceptable quality but that defect is not substantial, Dyson may choose whether to repair or replace the product. If a repair will be difficult, Dyson may instead provide you with a refund. If a product's defect is substantial or cannot be fixed, you can ask for either a refund, replacement product, or compensation for any reduction in that product's value. You are also entitled to compensation for any other reasonably foreseeable loss caused by that substantial defect.

ABOUT YOUR PRIVACY

PRIVACY AND PERSONAL DATA PROTECTION

You will need to provide us with basic contact information when you register your Dyson Product or the Dyson Link app;

WHEN REGISTERING YOUR DYSON APPLIANCE

- You will need to provide us with basic contact information to register your appliance and enable us to support your Dyson guarantee.

WHEN REGISTERING VIA THE DYSON LINK APP

You will need to provide us with basic contact information to register the Dyson Link app; this enables us to securely link your product to your instance of the app.

- 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.

www.dyson.com.au

www.dyson.co.nz

JN.97193 PN.270731-09-02 04.10.18

dyson Guarantee form

Date of purchase	<input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/>	Country of purchase	<input type="checkbox"/> Australia	<input type="checkbox"/> New Zealand
Serial number				
<div style="border: 1px solid gray; height: 150px;"></div>				

Title	Surname
<input type="text"/>	<input type="text"/>
First name	
<input type="text"/>	
Address	
<input type="text"/>	
<input type="text"/>	
<input type="text"/>	
Postcode	<input type="text"/>

