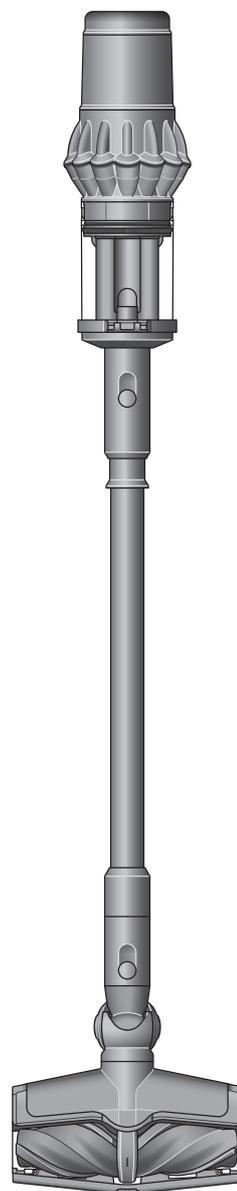


v16 piston

animal

User manual



SV12_IN1.0.0000_PN1.0000000-00-00_00.00.00
VERSION: NO.01

Contents

In the box

Getting started

The LCD screen

Alerts

Download the MyDyson™ app

Getting started on the MyDyson™ app

Caring for your floors

Charging your machine

Charging your click-in battery

Compressing dust

Emptying your bin

Cleaning your bin

Clearing blockages

Clearing obstructions from your All

Floor Cones™ Sense cleaner head

Clearing blockages from your Hair

screw tool 2.0

How to use your Dyson Submarine™ 2.0

wet roller head

How to clean your Dyson

Submarine™ 2.0 wet roller head

Washing your filter

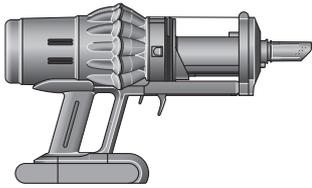
Washing your All Floor Cones™ Sense

brush bars

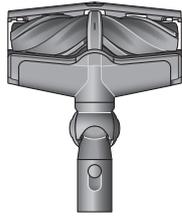
Cleaning your tools

dyson

In the box



Vacuum cleaner
With built-in tool, battery and bin attached.



All Floor Cones™ Sense cleaner head
Intelligently detects your floor type to adjust performance and adapt for deep cleans on carpets and delicate cleaning on hard floors.



Hair screw tool 2.0
Anti-tangle conical brush bar spirals hair off and into the bin. Motor-driven cleaning for smaller spaces.



Combi tool
Two-tools-in-one – wide nozzle and brush, for quick switching between cleaning and dusting tasks around your home or car.



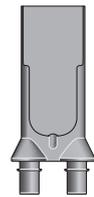
Crevice tool
Engineered for precise cleaning around tricky edges and into hard-to-reach narrow spaces.



Wand with remote release and built-in tool
Quickly change tools to switch tasks. Press the red button to release the wand easily and discover the in-built handheld tool.

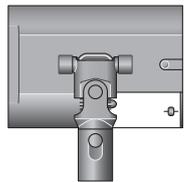


Charger
Charges your vacuum with or without a dock.



Wall dock
The Dyson cordless vacuum drops into the wall-mounted charging dock and hold 2 attachments, ready for your next clean.

Some tools may not be included. Additional tools can be purchased in a range of tool kits at www.dyson.com.



Submarine™ 2.0 wet roller head
Remove spills and stains from hard floors with the next generation Submarine™ wet roller head. Now with hydration level control.



Floor Dok™
A free-standing grab-and-go charging dock designed to hold the vacuum and 5 attachments.



Flexi hose tool
Adds up to 75cm of flexible reach, with a built-in tool to clean up high or down low in your home or car.



Pet groom tool
Removes hair as you groom, so it doesn't drop and spread around your home. Angled bristles self-clean in an instant.



Awkward gap tool 2.0
The Awkward gap tool is a long and slim, with a 22° twist, for cleaning tight gaps and hard-to-reach places.



Low-reach adaptor tool
Engineered to clean further under low furniture by adjusting the wand angle up to 90°. Now with a new in-built tool for quicker cleans.



Mattress tool 2.0
Re-engineered to remove hair, allergens and dust mites from mattresses and upholstery.



Scratch-free dusting brush
Gentle on delicate surfaces. Self-cleaning – a rotating cuff keeps the soft bristles clear of dust.



Stubborn dirt brush
Stiff nylon bristles dislodge ground-in dirt from coarse carpets, high traffic areas and car interiors.

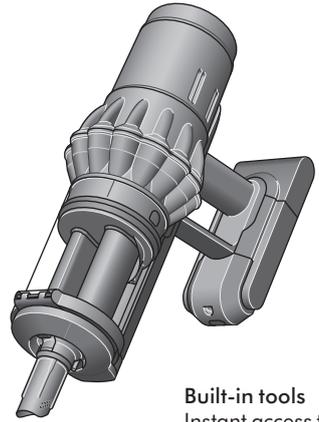
Getting started



Using the LCD screen
Press the red button on the LCD screen to start the machine.



Connect your machine
Connect using Bluetooth or the QR code on the box, or LCD on screen.



Built-in tools
Instant access to built-in tools hidden in the wand, for multi-purpose cleaning up high or down low.



Power modes
Your machine has three power modes for different tasks. Change power modes quickly using the silver Selection button.



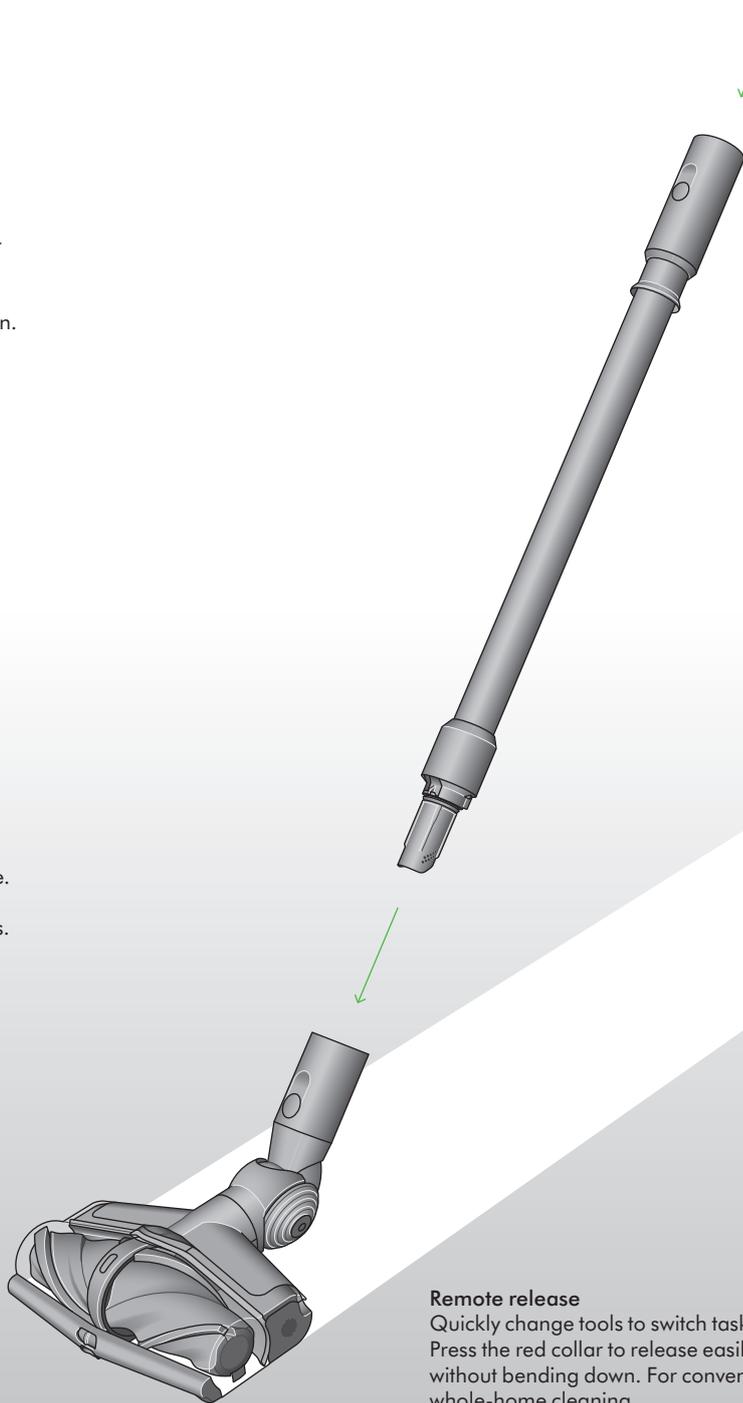
Eco mode
Maximum run time for longer cleans all around your home.



Auto mode
Auto mode for the optimum balance of power and run time. Suction power automatically ramps up for higher dust levels.



Boost mode
Designed for momentary intensive spot cleaning of ground-in dirt.



Remote release
Quickly change tools to switch tasks. Press the red collar to release easily, without bending down. For convenient whole-home cleaning.



Shows you when your floor is clean
A piezo sensor continuously sizes and counts dust particles. Bars will rise and fall depending on the amount of debris and dust detected. Red indicates high dust, Amber medium, and Green a relatively clean area.

The LCD 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. Press the button to move through the options within the settings menu.

Hold the button to open an option.

- Bluetooth® wireless technology
- Language
- System
- Reset machine

For more information and support for your machine go online:
www.dyson.com/support



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.

Change language

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

Tap the 'Selection' button to scroll through the language list to your preferred choice.

Press and hold the button until the countdown ends. 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.



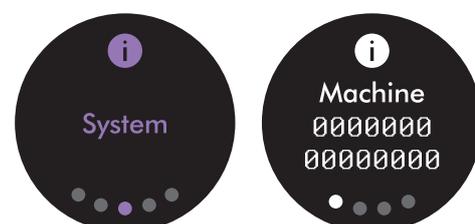
Find your serial number

You can find your serial numbers in the settings menu.

Press the 'Selection' button to move through the settings sequence until you reach 'System'.

Press and hold the button to select this option.

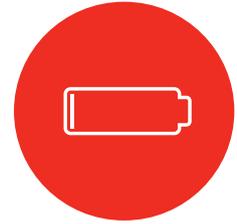
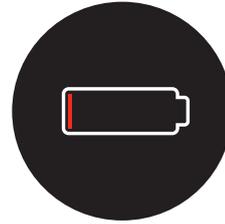
The first screen will display your serial number information.



Run time countdown

When the battery needs charging, your machine will pulse three times and a 'Low battery' icon will appear on the screen.

When your battery is empty, a red warning icon will appear on the screen.



Exit settings menu



Alerts

The alerts you might see are:

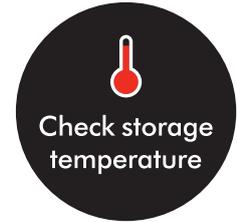
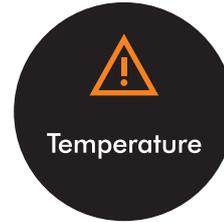
Airway blockage

Your machine has a blockage that needs removing. Watch the animation to see which airways to check. Make sure your machine is turned off before removing a blockage.



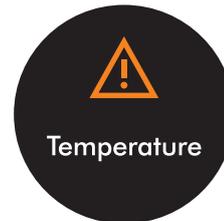
High storage temperature

Your machine is being stored in a place where the temperature is too high. Move your vacuum to a cooler place.



Cold temperature

Your machine is too cold. Move your vacuum into a warmer environment and leave to warm up.



Non-Dyson battery

A non-Dyson battery has been detected. If you are not aware that you are using a third party battery for your machine, this may be counterfeit.



Clean filter

Your filter needs cleaning. Please refer to 'Washing your filter'. Follow the animation to watch how to wash the filter.

After cleaning, leave to dry for at least 24 hours before reattaching it to your machine.



Filter not fitted

Your filter isn't properly fitted. Twist your filter anticlockwise and pull it away from your machine. Reattach to your machine, twisting it clockwise until it locks into place.



CleanCompaktor™ mechanism not fitted

Move back the CleanCompaktor™ compression mechanism back into position at the top of the bin and ensure the lever is pulled all the way to the top before it rotates back into the correct position. Restart the machine using the red power button.

Note that if the lever is rotated or knocked out of place, the motor will cut out.



Brush bar has stalled

The brush bars or cleaner head may be experiencing a blockage and therefore stalled. Move the machine off the surface and restart to see if the stall persists. If so, check for blockages in the airway, and debris build around the brush bar cones. Remove the outer cover and check for blockages. The cones can be removed to check for dust or debris, also. Once clear, refit the cleaner head and restart the machine.



Update required

Update your machine on the MyDyson™ app to ensure optimal use with new cleaner head fitted.



Download the MyDyson™ app

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



Apple, the Apple logo, and Siri are trademarks of Apple Inc. App Store is a service mark of Apple Inc. Google Play, the Google Play logo, Google Assistant are trademarks of Google LLC.

Getting started on the MyDyson™ app

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

Connecting your machine

Scan the QR code on the LCD screen of your machine or find your machine through the MyDyson™ app.

Hold your mobile device next to your machine. Press the power button to activate pairing mode.

Once paired, follow the instructions within the app to set your language and activate your warranty. Setup is now complete.



Caring for your floors

Check that the underside of the cleaner head or tool is clean and free from any objects that may cause damage.

Before vacuuming your flooring, rugs, and carpets, check the manufacturer's recommended cleaning instructions.

The brush bar on your 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.

Charging your machine

You can use your machine immediately, or charge it partially, without the need to fully charge before first use.

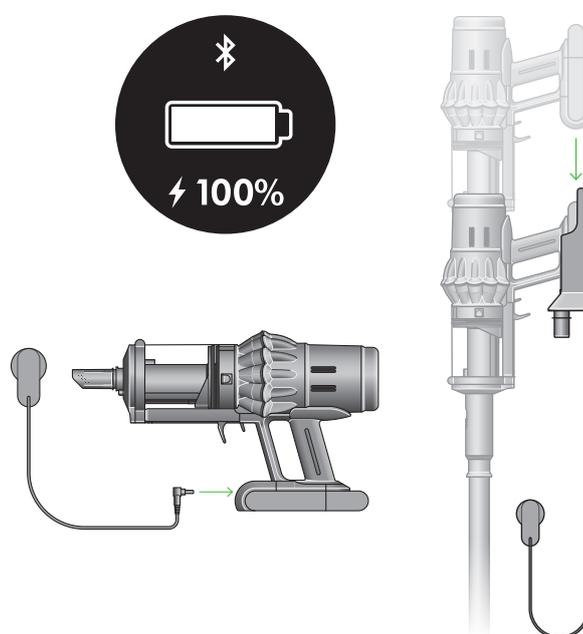
Connect to the charger, either directly or in the dock.

The blue LEDs on both side of the battery will flash during charging.

When the battery is fully charged, both LEDs will light for five seconds.

Your battery is fully charged when the display shows 100%.

Your machine won't operate or charge if the ambient temperature is below 5°C (41°F). This is designed to protect both the motor and battery.



Changing your click-in battery

If you have additional click-in batteries, we recommend that you alternate the batteries to maintain even performance.

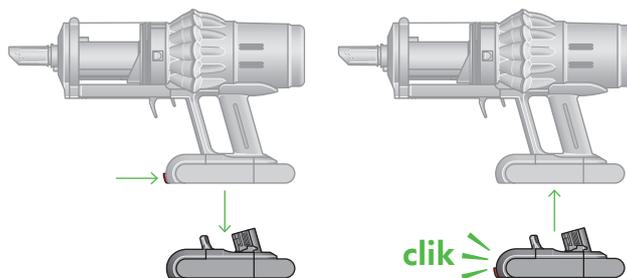
Removing your battery

Press down the release button then detach the battery.

Charge the battery.

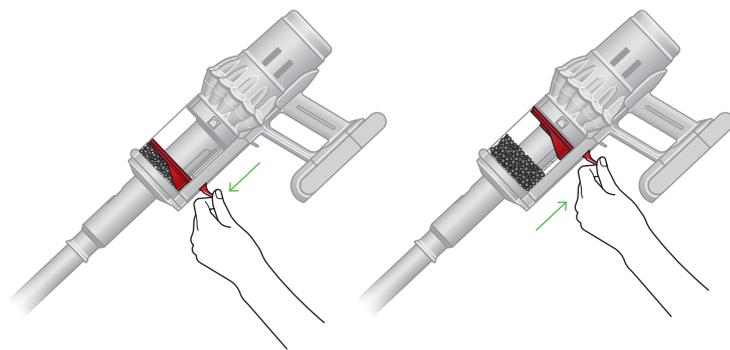
Refitting your battery

Align your battery with the handle and slide it in. Push firmly until it clicks into place.



Compressing dust

To compress dust, push the red compression lever down then move back up to its original position. The machine power will cut out when you compress.

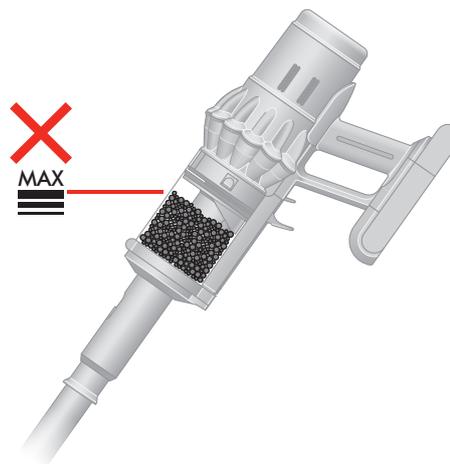


Emptying your bin

Empty as soon as the dirt reaches the MAX level – don't overfill. Using your machine when the dirt is above the MAX line may affect the performance and require more frequent filter washing.

Overfilling your bin could result in inaccurate readings on the particle graph.

Make sure your machine power is turned off before removing your wand or releasing the bin.



Remove your wand

Press the red wand release button on the top of the wand and pull the wand away from the bin.

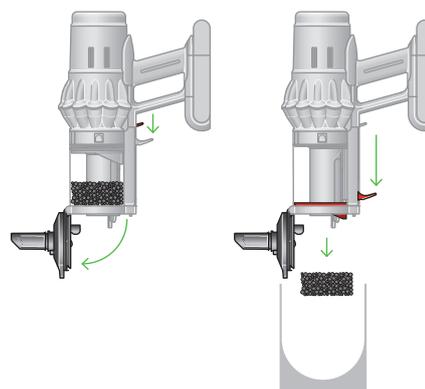
Release the dirt

First compress the contents of the bin then hold the machine over the bin, pointing downwards.

Push the silver bin release lever to open bin base.

Then firmly push the red compression lever. The bin will slide down, cleaning the inside of the bin as it goes.

The bin base won't open if the silver bin release lever isn't pushed down all the way.

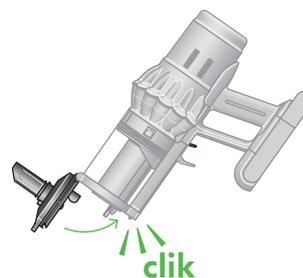


Minimise dust contact

Cover your bin tightly in a dustproof bag while you empty. Press the silver button to open the bin base. Remove your bin carefully and seal the bag tightly and dispose.

Close the bin

Push the bin base upwards until your bin and bin base click into place.



Cleaning your bin

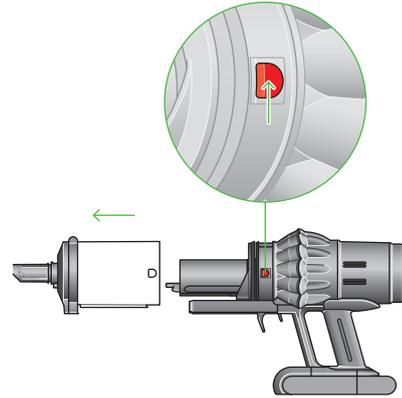
Remove your bin

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

Open the bin base first then press the buttons located on either side of the bin to release the bin and slide off the runner.

Only clean your bin with a damp cloth.

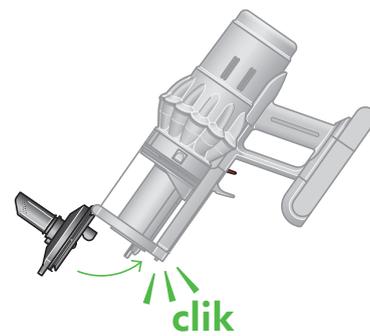
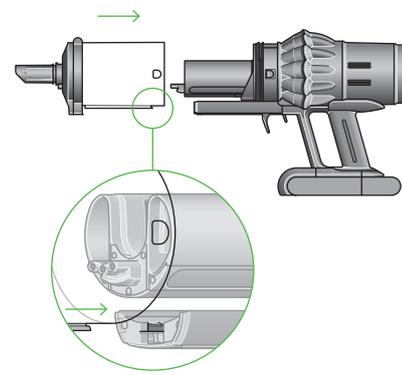
Make sure that the bin and seals are completely dry before replacing.



Refit your bin

Insert the spine on to the bin runner.

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



Clearing blockages

Disconnect your machine from the charger before looking for blockages. Make sure your machine power is turned off and be aware of sharp objects.

Leave your machine to cool down before looking for blockages.

Don't use your machine when looking for blockages as this could cause injury.

If your machine detects a blockage, the motor will pulse and you won't be able to use your machine until the blockage has been cleared.

If you try to use your machine when the motor is pulsing, it will automatically cut out.

Check the main body

Remove the bin and check for blockages in the main body of your machine

Make sure any blockages are completely cleared and all parts are fitted before using your machine.

Check the wand and cleaner head

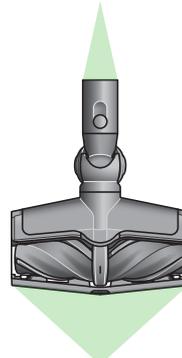
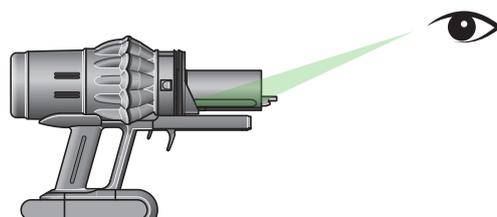
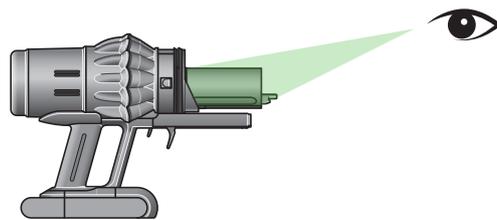
Check the wand for blockages.

Check your cleaner head for blockages, following the instructions to remove the brush bar, where necessary.

Re-assemble your machine

Refit all parts securely before using your machine.

Clearing blockages isn't covered by your guarantee.



Clearing obstructions from your All Floor Cones™ Sense cleaner head

Your All Floor Cones™ Sense cleaner head doesn't have a washable brush bar. To maintain optimum performance, check your brush bars regularly and clear obstructions.

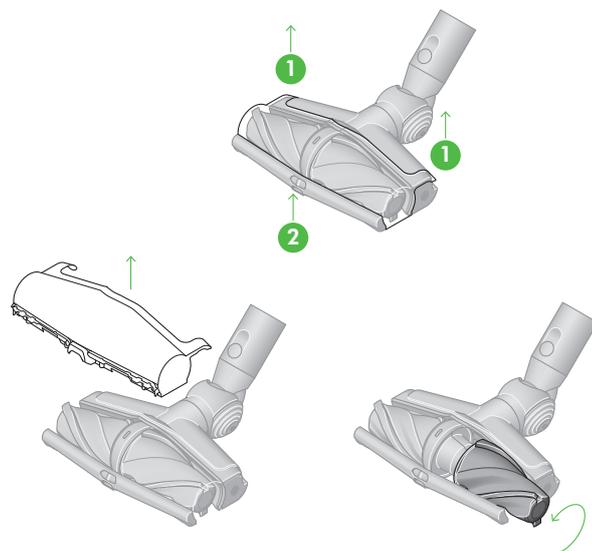
Make sure your machine is disconnected from the charger and your machine power is turned off.

Don't put any part of your machine in a dishwasher or use detergents, polishes or air fresheners.

Remove the cover and brush bars

Lift the plastic clips at the back of the cleaner head on the left and right to release the cover.

Twist and pull each brush bar to remove.

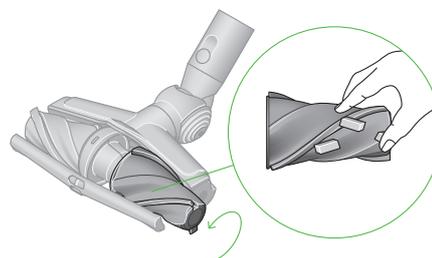


Look for obstructions

Clear any debris from your brush bar.

Check inside the cleaner head and remove any debris or blockages.

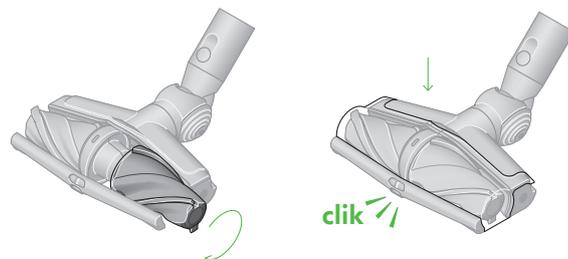
Your All Floor Cones™ Sense cleaner head and brush bar aren't washable. Wipe over with a damp lint-free cloth.



Re-assemble the All Floor Cones™ Sense cleaner head

Reattach each brush bar by matching the colour of the plastic fitting on the cone to the same colour of the cleaner head.

Refit the cover by gently slotting back into place and snap the clips back into place.



Clearing blockages from your Hair screw tool 2.0

Your Hair screw tool 2.0 doesn't have a washable brush bar. To maintain optimum performance, check your brush bar regularly and clear any obstructions.

Make sure your machine is disconnected from the charger and your machine power is turned off.

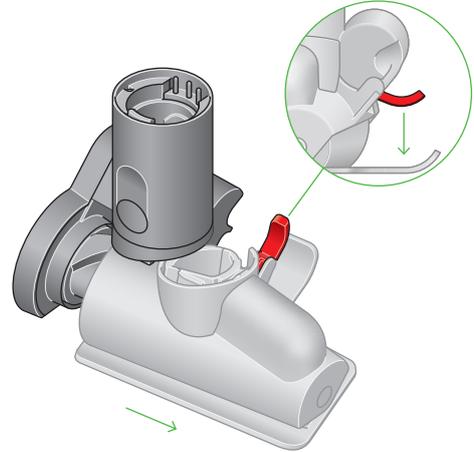
Don't put any part of your machine in the dishwasher or use detergents, polishes or air fresheners.

Remove the cover and brush bars

Remove the Hair screw tool 2.0 from the wand or machine.

Push the base plate open. Press the red lever down to release the cleaner head cover.

Pull the cleaner head cover off the main body of the tool.

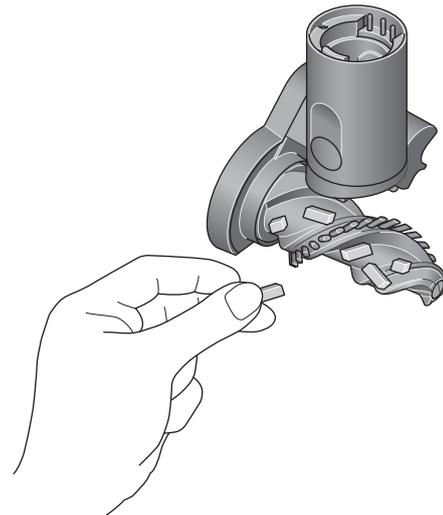


Look for obstructions

Pull your brush bar firmly to remove it from the main body.

Check and remove any obstructions from all three parts of your Hair screw tool.

Your Hair screw tool 2.0 isn't washable. Wipe over with a damp lint-free cloth.

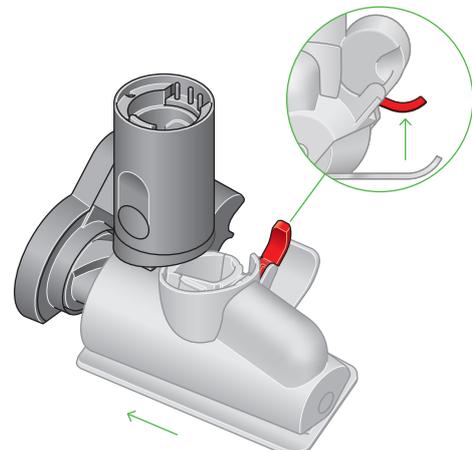


Re-assemble the Hair screw tool 2.0

Put your brush bar back into position and press firmly until it clicks back into position.

Check the red locking lever is in the unlocked position. Align the cleaner head cover with the guide on the main body. Push it down until it clicks into position.

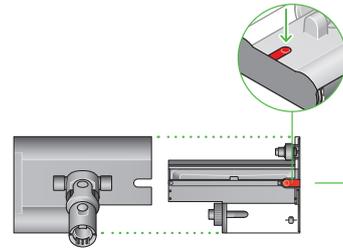
Push the red locking lever up until it clicks into position and push the base plate back into place.



How to use your Dyson Submarine™ 2.0 wet roller head*

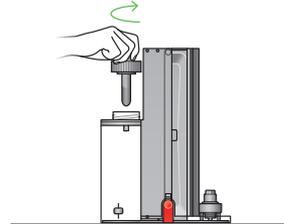
Step 1

Hold the wet roller head on the edges, press the red Quick-release button and slide out the removable cassette from the main roller head.



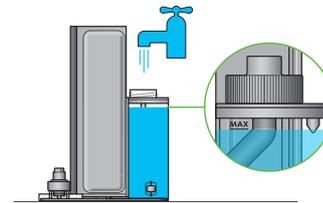
Step 2

Remove the cap on the water reservoir.



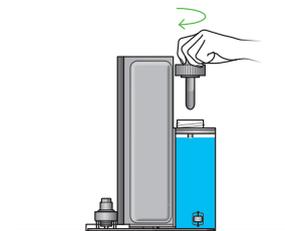
Step 3

Fill the water reservoir with clean water to the 'MAX' line.



Step 4

Fit the cap securely on the water reservoir.



Step 5

Slide the waste extraction tray and water reservoir back into the main roller head until you hear a click. Attach the main wet roller head to your vacuum's wand.

Remaining battery life will be displayed as a percentage on your LCD screen.

You can wet clean until the water in the water reservoir is running low or until the battery runs out. To continue cleaning, simply empty the waste extraction tray, refill your water reservoir, and resume cleaning.

Do not wet clean with an empty water reservoir to prevent the motor overheating.

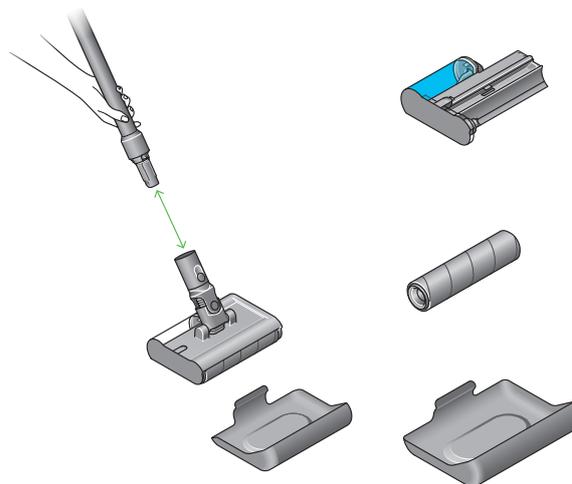


* Some tools may not be included.

How to clean your Dyson Submarine™ 2.0 wet roller head*

Step 1

Turn off your machine and detach the Dyson Submarine™ 2.0 wet roller head from the wand. Place it in the drip tray immediately to prevent dirty water spillage.



Step 2

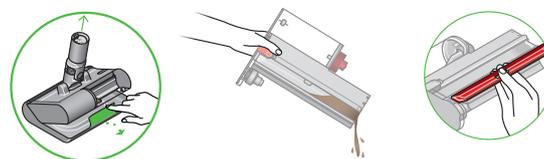
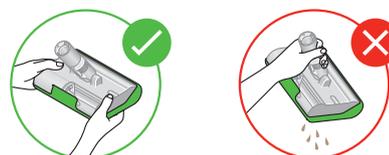
Hold the wet roller head level in the drip tray.

Step 3

Hold the wet roller head over a sink. Remove it from the drip tray.

Hold the wet roller head at the edges, press the red Quick-release button and slide out the removable cassette from the main roller head.

Remove the red dirty water tank cap to empty the waste extraction tray.

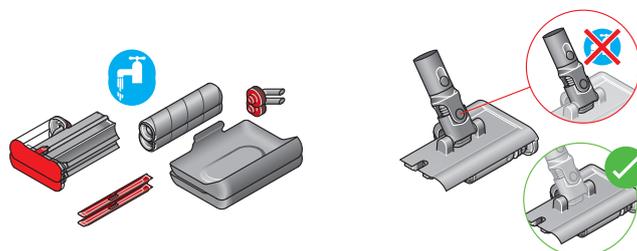


Step 4

Don't get the water on the neck of the water roller head, as it may damage the connection to the wand.

Disassemble the Submarine™ 2.0 wet roller head. Every part of the wet roller head can be washed with water and a household anti-bacterial solution diluted according to the manufacturer's recommended ratio.

Empty any leftover water from the water reservoir.

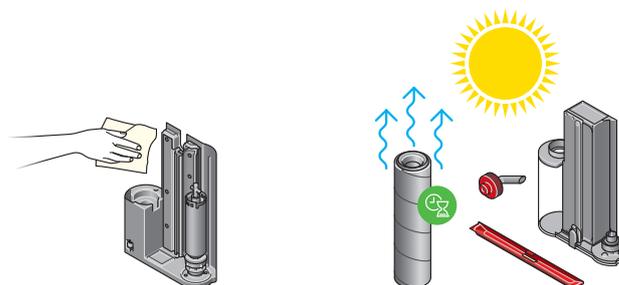


Step 5

Leave the wet roller to air dry in a warm, well-ventilated space.

Use a cloth to wipe away any dirt or excess water from the main roller head, waste extraction tray and water reservoir.

We recommend replacing the wet roller every six months, depending on how often you use your machine, to help maintain performance.



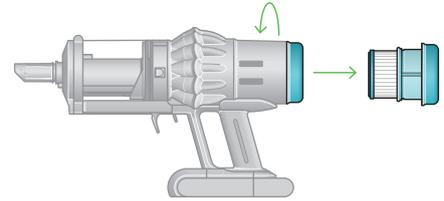
*Some tools may not be included.

Washing your filter

Wash your filter at least once a month to maintain optimum suction power.

Important: Your filter must be completely dry before putting it back into your machine. Your machine could be damaged if used with a damp filter.

For more information and support videos for your machine visit:
www.dyson.com/support



Twist

Twist your filter anti-clockwise and pull it away from your machine.

Tap

Before washing your filter, tap it gently over a bin to remove any loose dust and debris.



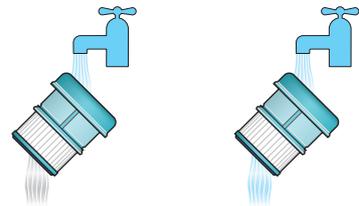
Wash

Wash the pleated paper element of your filter first, under warm, running tap water, with the foam element facing downwards.

Next, wash the foam element of your filter with the foam element still pointing downwards.

Holding your filter on its side, run warm water over the outside of the foam element, gently rubbing your filter to remove the dirt.

Repeat washing until the water runs clear.



Shake and dry

Empty the filter and shake it firmly to remove excess water.

Keep shaking until there's no water coming from the filter.

Place the filter on its end and leave to dry for at least 24 hours in a well-ventilated, warm place.

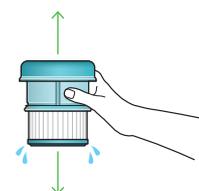
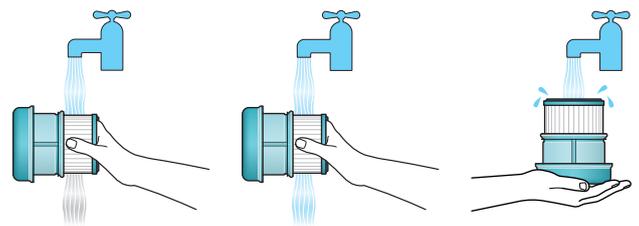
After cleaning your filter, thoroughly wash your hands using anti-bacterial soap.

Check that filter unit is completely dry.

To refit, position the filter unit in place on the main body and twist clockwise until it clicks into place.

Don't dry your filter in a dishwasher, washing machine, tumble dryer, oven, microwave or near a naked flame.

Important: Your filter must be completely dry before you put it back into the machine. Your machine could be damaged if used with a damp filter.



Washing your All Floor Cones™ Sense brush bars

Your All Floor Cones™ Sense cleaner head has washable brush bars. To maintain optimum performance, check and wash your brush bar regularly.

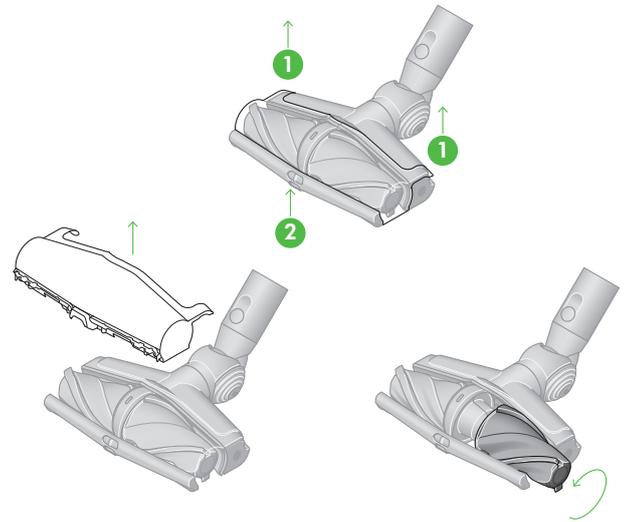
Make sure your machine is disconnected from the charger and your machine power is turned off.

Don't put any part of your machine in a dishwasher or use detergents, polishes or air fresheners.

Remove the cover and brush bars

Lift the plastic caps at the back of the cleaner head on the left and right to release the cover.

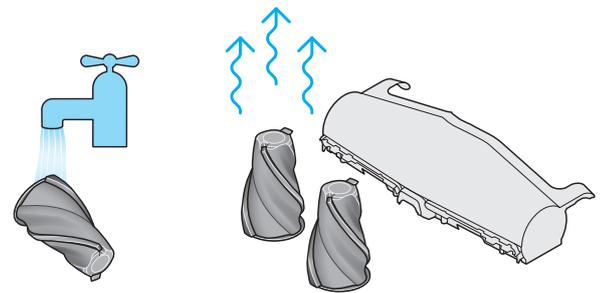
Unscrew each brush bar to remove.



Wash and dry your brush bars

Hold each brush bar under running water and gently rub to remove any lint or dirt.

Stand your brush bars upright as shown. Leave to dry completely for at least 24 hours.

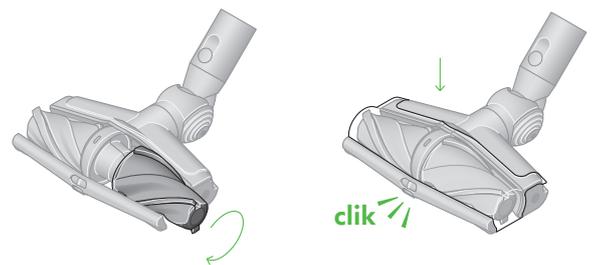


Refit your brush bars

Before refitting, check that each brush bar is completely dry.

Reattach each brush bar for matching the colour of the plastic fitting on the cone to the same colour of the cleaner head.

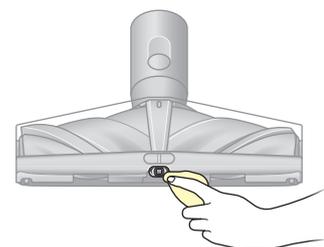
Refit the cover by gently slotting back into place.



Cleaning your optic lens

To maintain optimum performance, keep your lens clean. Only clean the lens when the cleaner head is not attached to your machine.

Use a soft, dry, lint-free cloth to wipe the lens.



Cleaning your tools

Don't put any part of your machine in a dishwasher or use detergents, polishes or air fresheners.

Wipe with a damp, lint-free cloth, without touching the connector end.

Make sure your tools are completely dry before using.

* Some tools may not be included.



Hair screw tool 2.0
Increased front edge cleaning to remove even longer hair. Additional rug strips to reduce stalling on soft furnishings.



Combi tool
Two tools in one – wide nozzle and brush. Simple switching between cleaning and dusting tasks around your home or car.



Crevice tool
Engineered for precise cleaning around tricky edges, narrow spaces and into hard-to-reach corners.



Scratch-free dusting brush
Gentle on delicate surfaces. The Scratch-free dusting brush has a head made of soft bristles for cleaning delicate surfaces.



Stubborn dirt brush
Stiff nylon bristles dislodge ground-in dirt. From coarse carpets and most-used areas to car interiors.



Flexi hose tool
Adds up to 75cm of flexible reach, with a built-in tool to clean up high or down low in your home or car.



Pet groom tool
Removes hair as you groom, so it doesn't drop and spread around your home. Angled bristles self-clean in an instant.



Awkward gap tool 2.0
The Awkward gap tool is a long and slim, with a 22° twist, for cleaning tight gaps and hard-to-reach places. Features all the benefits of Soft dusting brush and Awkward gap tool in one.



Low-reach adaptor tool
New in-built tool for quicker cleans. Engineered to clean further under low furniture by adjusting the wand angle up to 90°.



Mattress tool 2.0
Re-engineered to remove more dust, hair, allergens and dust mites from mattresses and upholstery.