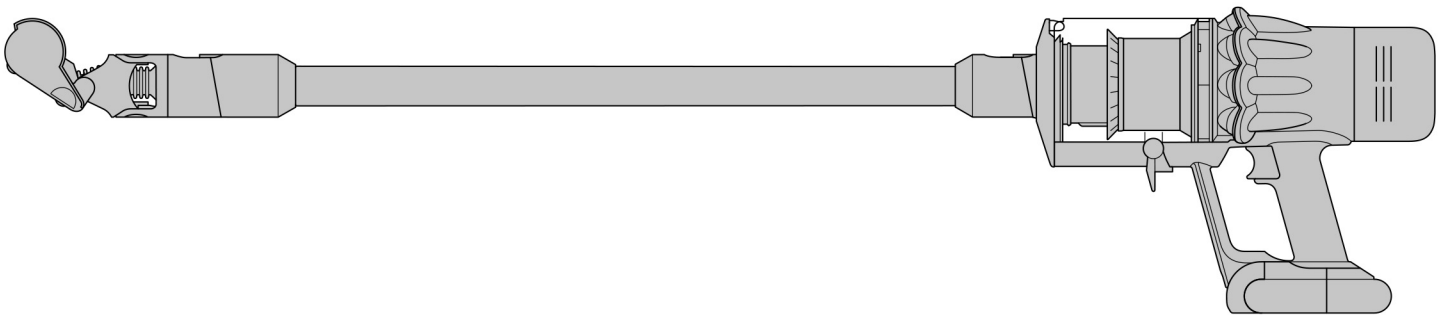


## User manual

The Dyson V12 origin machine, showing cleaner head, wand, bin and main body.



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### Contents

In the box

Getting started

The LCD screen

Caring for your floors

Charging your machine

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Emptying your bin

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Clearing blockages

Clearing blockages from your

Hair screw tool

Washing your filter

Washing your brush bar

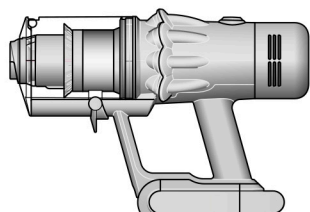
Scratch-free dusting brush

Awkward gap tool

Cleaning your tools

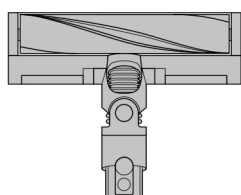
Looking after your machine

# In the box



**Vacuum cleaner**

Main body showing the handle and bin attached.



**Slim Fluffy™ cleaner head**

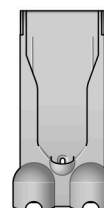
Engineered for hard floors. Sucks up fine dust and large debris simultaneously.



The charger is a one piece unit with the plug, connector end and cable.

**Charger**

Charges your vacuum with or without a dock.



A rectangular dock that needs to be fixed to a wall with screws.

**Wall dock**

The Dyson cordless vacuum drops into the wall-mounted charging dock, ready for your next clean.



**Additional click-in battery**

Not all models are supplied with an additional click-in battery.

You can buy additional batteries at [www.dyson.hk/en-HK](http://www.dyson.hk/en-HK)

A rectangular battery with an slanted connector that slides into the handle of the main body of the machine.

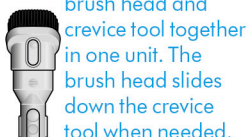


**Wand**

The narrow connector end at the top, this connects to the bin and the wider end at the bottom that connects to the cleaner head or tool.

Some tools may not be included.

You can buy additional tools at [www.dyson.hk/en-HK](http://www.dyson.hk/en-HK).



This tool has a combination of brush head and crevice tool together in one unit. The brush head slides down the crevice tool when needed.

**Combination tool**

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



A long tool with an angled end.

**Crevice tool**

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



A flexible hose engineered from tough wire and durable plastic.

**Extension hose**

Adds up to 61cm of flexible reach to any tool attachment, to clean up high or down low in your home or car.



With an elbow joint, fitted between the bin and the tool.

**Low-reach adaptor**

Bends to comfortably reach down low. Engineered to clean further under low furniture by adjusting the wand angle up to 90°.



A long tool with an angled end.

**Light pipe crevice tool**

Crevice tool with LED lights lets you reach into dark, narrow spaces and see where you're cleaning.

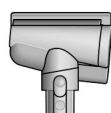


The Awkward gap tool is long and slim, with a 22 degree twist, for cleaning tight gaps and hard-to-reach places.

**Awkward gap tool**

Long and narrow, with a 22° twist to clean car storage compartments, tight gaps and hard-to-reach places.

A small cleaner head with an angled body housing the motor and an electrical connector to attach to the wand or directly to the machine.



**Hair screw tool**

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



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

**Scratch-free dusting brush**

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



Pliable bristles and felt bumper strip on a narrow, tapered tool.

**Soft dusting brush**

Enclosed in a skirt of soft nylon bristles for gentle, vacuum-assisted dusting of delicate objects and surfaces.



A short nozzle with stiff bristles on the underside.

**Stubborn dirt brush**

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



A flexible joint between the machine and the tool. It must be used in conjunction with a tool or cleaner head.

**Up-top adaptor**

Bends and locks at different angles. Fits any compatible tool for effective cleaning in hard-to-reach high areas of your home.



**Fabric and mattress tool**

Removes dust, dirt and allergens from mattresses and upholstery.

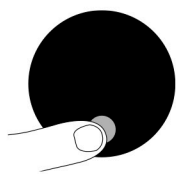


A plastic clip that attaches to the wand.

**Wand clip**

Clips to your vacuum's wand to hold tools.

# Getting started



## Power modes

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



The screen showing the machine set to Eco mode with a full battery in green to show that this will give the longest battery life of the three modes.

## Eco mode

Maximum run time for longer cleans all around your home.



The screen shows the machine set to Med mode with a blue battery showing that this will give a medium length of battery life.

## Med mode

The optimum balance of power and run time.



The screen showing the machine set to Boost mode with a red battery to show that this will give the shortest battery life of the three modes.

## Boost mode

Designed for intensive spot cleaning of ground-in dirt.

Location of the Selection button on the screen on the filter end of the machine.

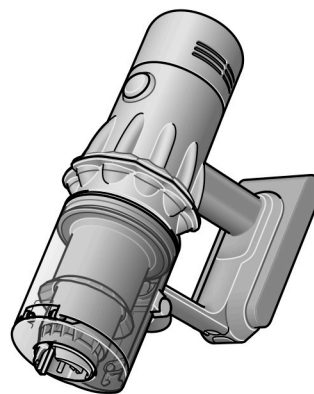
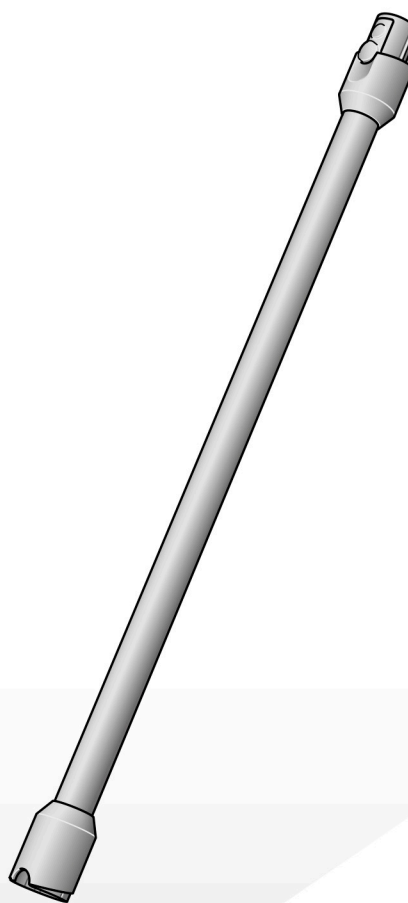
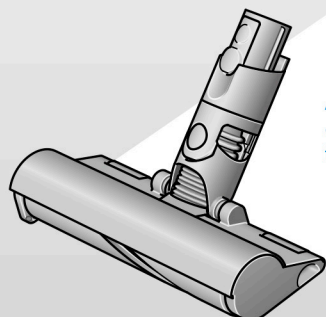


Diagram showing the connection of the wand onto the main body, with the wand release button aligned with the top of the main body.



Arrow showing the end of the wand connecting to the cleaner head.



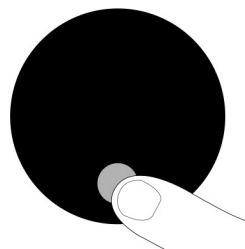
# The LCD screen

The LCD screen shows current performance, including selected cleaning mode, remaining run time, filter maintenance and blockage reports.

---

## Settings menu

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



The Selection button on the screen being pressed.

---

## Change language

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

Tap the button to scroll through the language list to your preferred language. 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.



Two screens, the first with the language list and then the tick screen to show that the language has been successfully changed.

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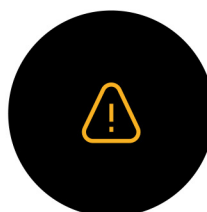
## Change alert settings

You can turn the alert motor pulse off. Your motor will no longer pulse but run time alert information will continue to be displayed on the LCD screen when your machine needs your attention.

Turning off alerts will not turn off the blockage alert pulsing. This is to ensure you clear any blockages, preventing damage to your machine.

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

Scroll to select on or off. Hold the button until the countdown ends and a tick appears on the screen. To cancel your selection, release the button during the countdown



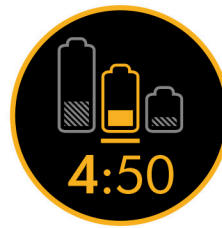
The screen with an amber warning triangle to demonstrate an alert.



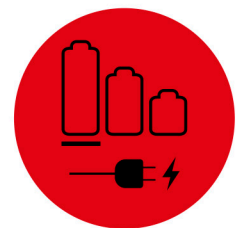
### Run time countdown

When the battery needs charging, your machine will pulse three times and a low run time icon will appear on the screen.

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



The screen with a battery time remaining shown as a number and as a half filled battery.



A red screen with an icon with a plug being connected to the power supply. This demonstrates the battery is empty and needs charging.

---

### Battery health

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



The battery health is shown on the batteries on the screen.

---

### Alerts

The alerts you might see are:

Filter – the filter isn't fitted correctly, or needs cleaning.

Blockage – your machine has a blockage that needs removing.

Alert icon with Fully charge before first use wording.



Alert icon with Airways blocked wording.

Alert icon with Filter not sealed wording.



Alert icon with Filter needs cleaning wording.

---

### Exit settings menu

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



Screen with Exit menu wording and return icon.

# 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

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.

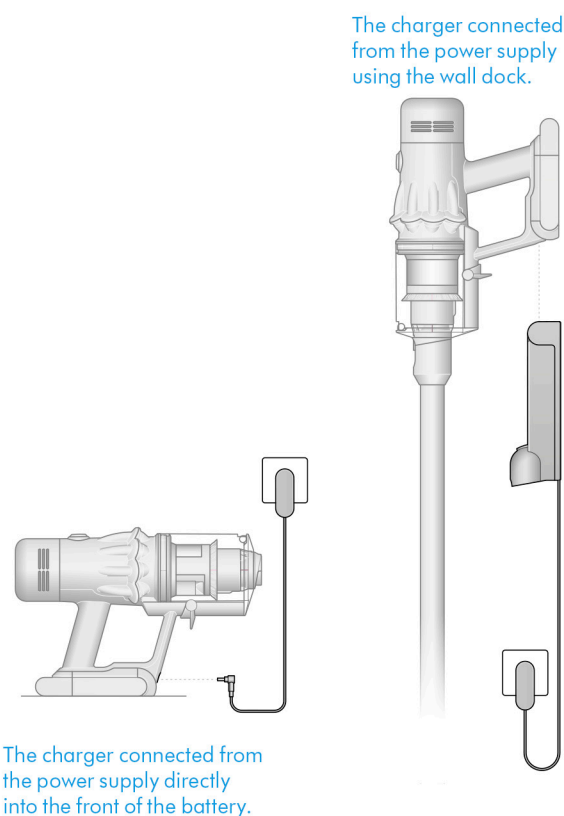
Connect to the charger either directly or in the dock.

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 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.

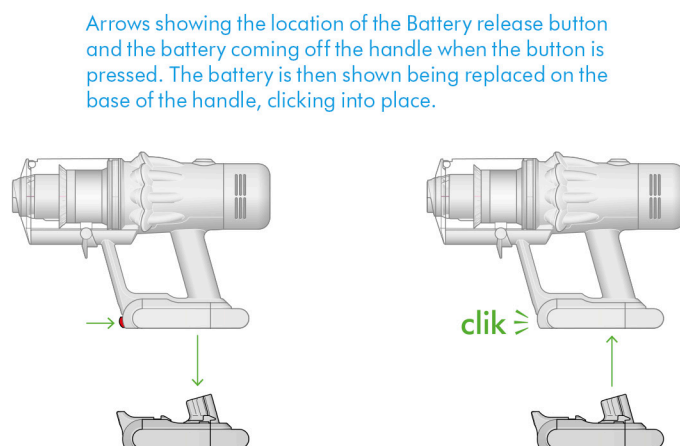
### Removing your battery

Push the battery release button on the handle and slide the battery off your machine.

Charge the battery.

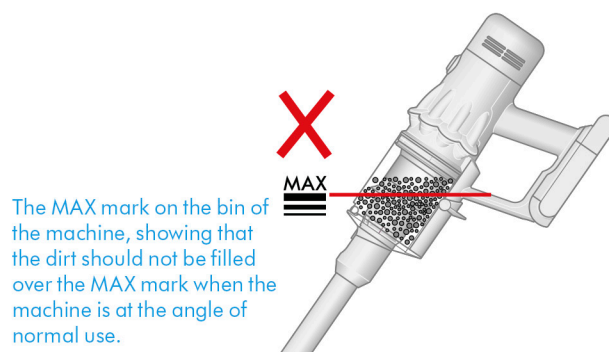
### Refitting your battery

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



# 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.



## Remove your wand

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

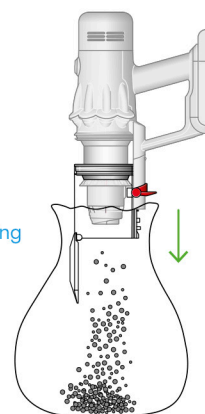
## Release the dirt

Hold the machine over the bin, pointing downwards.

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.

Illustration of the bin being emptied into a bag.

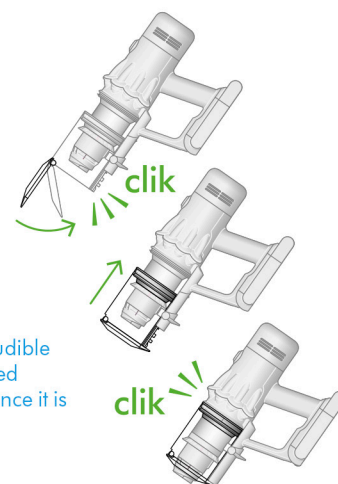


## Minimise dust contact

Cover your bin tightly in a dust proof bag while you empty. Remove your bin carefully, 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

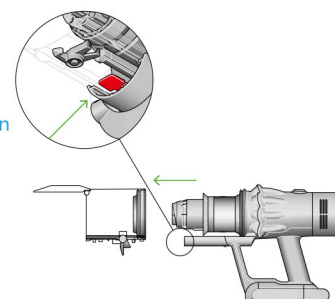
If it is necessary to clean your bin, empty it as shown in the 'Emptying your bin' section.

Press the red button located on the bin runner to release the bin and slide your bin off the runner.

Only use a damp, lint-free cloth to clean your bin.

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

The bin being removed and the location of the bin release lever on the underside of the bin runner.



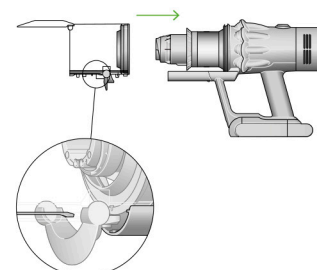
## Refit your bin

Insert the spine on to the bin runner.

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

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

The bin being pushed back into position on the bin runner.



# Clearing blockages

Disconnect your machine from the charger before looking for blockages.

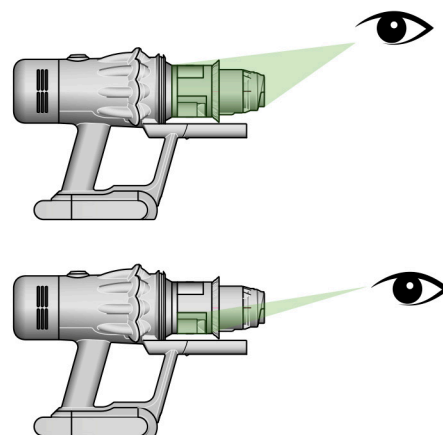
Leave your machine to cool down before looking for blockages.

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.

With the bin removed, check for blockages, paying particular attention to the air inlet, located at on the right-hand side of the machine just below the point where the bin joins the main body of the machine.



## Check the main body

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

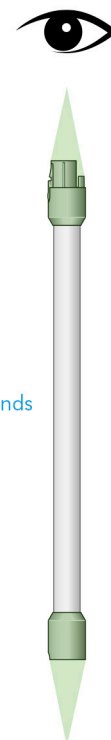
Make sure any blockages are completely cleared and all parts are fitted before using your machine.

## 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.

With the wand removed from the machine, check for blockages at both ends of the wand.

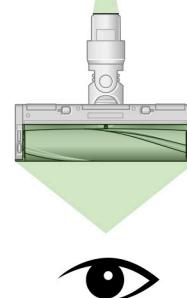


## Reassemble your machine

Refit all parts securely before using your machine.

Clearing blockages isn't covered by your guarantee.

Turn the cleaner head over to check for obstructions on the brush bar and air inlet.



# Clearing blockages from your Hair screw tool

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

## Remove the cover and brush bar

Remove the Hair screw tool 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

Push 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 isn't washable. Wipe over with a damp lint-free cloth.

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

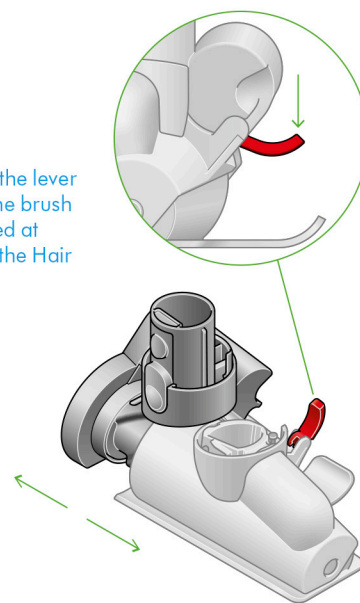
## Reassemble Hair screw tool

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

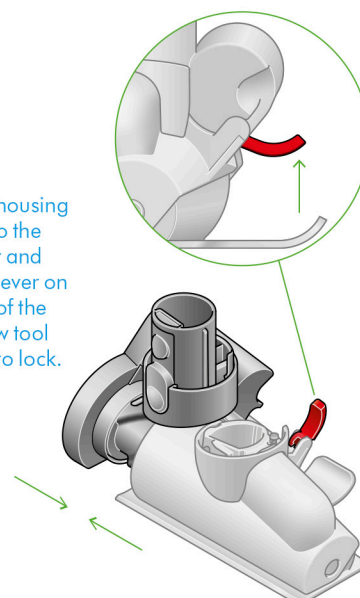
Check the red locking lever is in the unlocked position. Align the cleaner head cover with the guide on the main body. Push it down until it clicks into position.

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

Location of the lever to release the brush bar is located at the back of the Hair screw tool.



Slide the housing back on to the brush bar and push the lever on the back of the Hair screw tool upwards to lock.





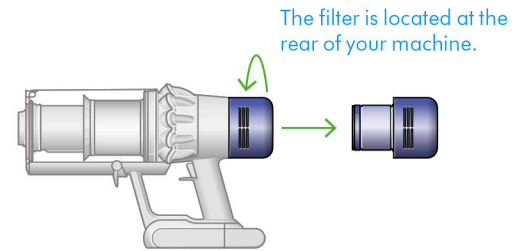
# Washing your filter

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

For more information and support videos for your machine go online: [www.dyson.hk/en-HK](http://www.dyson.hk/en-HK)

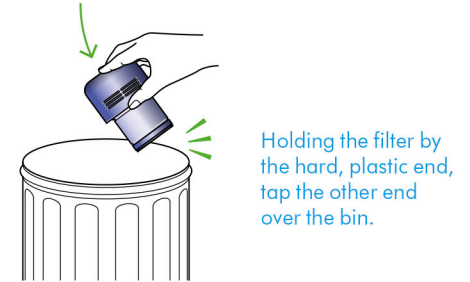
## Twist off your filter

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



## Tap your filter

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



## Wash your filter

Wash with warm, running tap water – gently rubbing your filter with your fingers to remove the dirt.

## Fill and shake

Place your hand over one end of your filter.

Fill the filter with warm tap water.

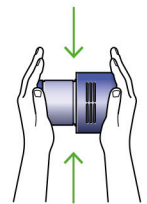
Place your hand over the open end of the filter and shake it firmly to remove trapped dirt and debris.

Repeat these steps until the water runs clear.

Filter held in upright position, with the wider end in the palm of a hand. Water running from a tap into the narrower end.



Filter with hand over the open end with arrows showing a shaking motion.



## Shake and dry

Empty the filter and shake firmly to remove excess water.

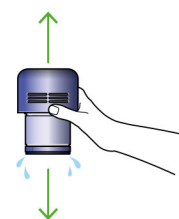
Keep shaking until there's no water coming from the filter.

Place your filter end up, as shown.

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

Don't dry your filter in a tumble dryer, 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.



A hand holding the filter with the narrow end pointing downwards with droplets of water being shaken from the filter and again, with the end pointing downwards shaking water out.



The filter is left to dry with the pleated filter end facing upwards.

# Washing your brush bar

To maintain optimum performance, check and wash your brush bar regularly.

Make sure your machine is disconnected from the charger.

## Remove your brush bar

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

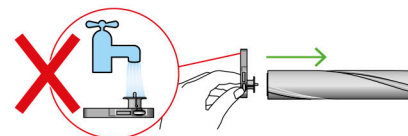
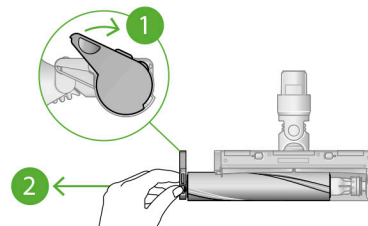
Press the cleaner head release button on the end of the wand. Place the cleaner head upside down.

Push the end cap up fully and pull the brush bar out of the cleaner head.

Remove the end cap from the brush bar. Don't wash the end cap.

Slide your brush bar out of the cleaner head.

The end cap is located at the side of the cleaner head. Push this upwards to unlock the brush bar. Don't wash the end cap.

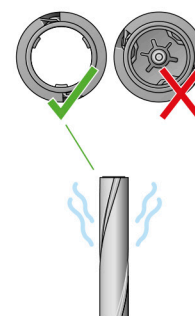


## Wash and dry your brush bar

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

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

The brush bar has an open end and a closed end. Stand upright, with the closed end facing upwards, to dry.



## Replace your brush bar

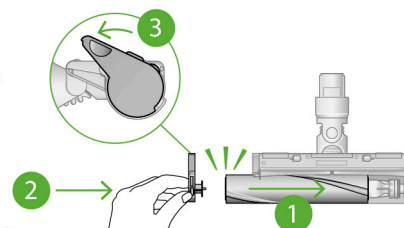
Before replacing, check that your brush bar is completely dry.

Reattach the end cap to your brush bar.

Slide your brush bar into the cleaner head. Push the end cap back down to the closed position.

The cleaner head housing is not washable and should only be wiped over with a damp lint-free cloth.

The brush bar is reinserted into the cleaner head and the end cap rotated to the locked position.



The end cap should be attached to the cleaner head at an angle less than 90°, any angle greater than this will not allow the end cap to close.



# Scratch-free dusting brush

Compatible with Dyson V15 Detect™, Dyson V12 Detect Slim™, Dyson V12 Origin, Dyson Outsize™, Dyson V11™, Dyson Cyclone V10™, Dyson V8™, Dyson V7™ and Dyson Digital Slim™ cordless vacuums.

## Step 1

Attach the Scratch-free dusting brush directly to your vacuum or to the extension hose for delicate cleaning.



The Scratch-free dusting brush, which has soft dusting bristles at the top and a solid base.

## Step 2

Switch on your vacuum with the extension hose, hold the vacuum with one hand and the Scratch-free dusting brush with your other, using a pencil-like grip.

**Note:** Don't press the Scratch-free dusting brush too hard against surfaces. The ultra-soft bristles should be the only part of the tool that contacts surfaces.

## Self-cleaning

### Step 1

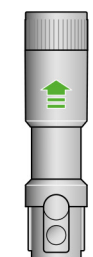
When you notice dust starting to build up on the bristles during or after use, we recommend you use the built-in self-cleaning function.



The Scratch-free dusting brush has a green arrow, pointing upwards, just above the area of the base that attaches to the vacuum or extension hose.

### Step 2

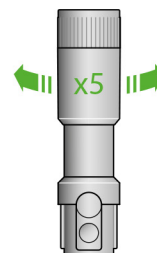
With your vacuum switched on, lift the Cleaning cuff until you hear a click, so it completely covers the bristles. Rotate it five times. This hygienically cleans the dust from the bristles and sucks it into the bin.



A section of the base, has been moved up to cover the bristles completely.

### Step 3

After five rotations, move the cleaning cuff back down, until you hear a click. Your bristles are now dust-free.



The base of the attachment is still covering the bristles, twist base round 5 times.

**Note:** Only use the self-cleaning function when the Scratch-free dusting brush is attached directly to the vacuum.

# Awkward gap tool

Compatible with Dyson V15 Detect™, Dyson V12 Detect Slim™, Dyson V12 Origin, Dyson Outsize™, Dyson V11™, Dyson Cyclone V10™, Dyson V8™, Dyson V7™ and Dyson Digital Slim™ cordless vacuums.

## Step 1

Attach the Awkward gap tool directly to your vacuum.



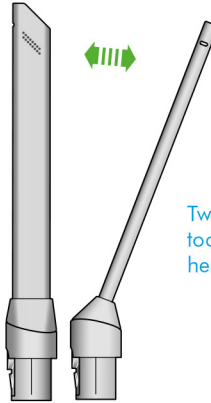
A long, thin tool with an angled end.

## Step 2

For cleaning standard surfaces, such as skirting boards, use the tool in its original (straight) position.

## Step 3

If you are using the tool to reach a tight or awkward gap, rotate the tool to its 22° angle until you hear a click. This allows you to reach further and clean more.



Twist the base of the tool round until you hear a click.

## Maintenance tip

To clean, wipe the tool clean with a damp cloth.

# 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.



Combination tool



Crevice tool



Extension hose



Light pipe crevice tool



Low-reach adaptor



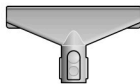
Soft dusting brush



Stubborn dirt brush



Up-top adaptor



Fabric and  
mattress tool



Awkward gap tool



Scratch-free  
dusting brush



# Looking after your machine

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

## **Look after your machine**

If your machine is dusty, wipe with a damp lint-free cloth.

Check for blockages in the cleaner head, tools and main body of your machine.

Wash your filter regularly and leave to dry completely.

Don't use detergents or polishes to clean your machine.

## **Look after your battery**

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

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.

## **Your serial numbers**

The serial number is printed on the back of the battery pack at the base of the handle. Remove the battery to reveal the serial number inside the machine's handle.

For more information and support videos for your machine go online: [www.dyson.hk/en-HK](http://www.dyson.hk/en-HK)