

# dyson supersonic

Intelligent heat control for shiny hair.  
Powerful digital motor.

**HD03, HD04, HD07, HD08, HD11, HD12 Helpline manual**



**Dyson Helpline Manual - Version Control**

Original launch document version number: N/A

Publication Date: N/A

**Important note:** This document contains sensitive information, it can be shared internally to the relevant departments and externally when an NDA is in place.

**Version History Table:**

Revised version number	Detailed content of change	Change Author	Publication Date
JU/HM-PC-HD-HD03/HD04/HD07/HD08/HD11/HD12-0621-V2	Update to include HD07/08 /11/12 variants	JU	06/21

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## Features and benefits

### Intelligent heat control for shine.

Powerful digital motor.

### Faster<sup>1</sup> drying

Controlled, high-velocity air thanks to a powerful digital motor and Air Multiplier™ technology.

<sup>1</sup>Tested vs. 10 best-selling hair dryers as at March 2015

### Helps prevent extreme heat damage to protect natural shine.

Intelligent heat control measures the air temperature 40 times per second\*.

### Engineered for balance

The only manufactured hair dryer with the motor in the handle, not the head.

### Smoothing nozzle

By drying hair gently, the Dyson Smoothing nozzle can dry and style at the same time.

#### Air Multiplier™ technology

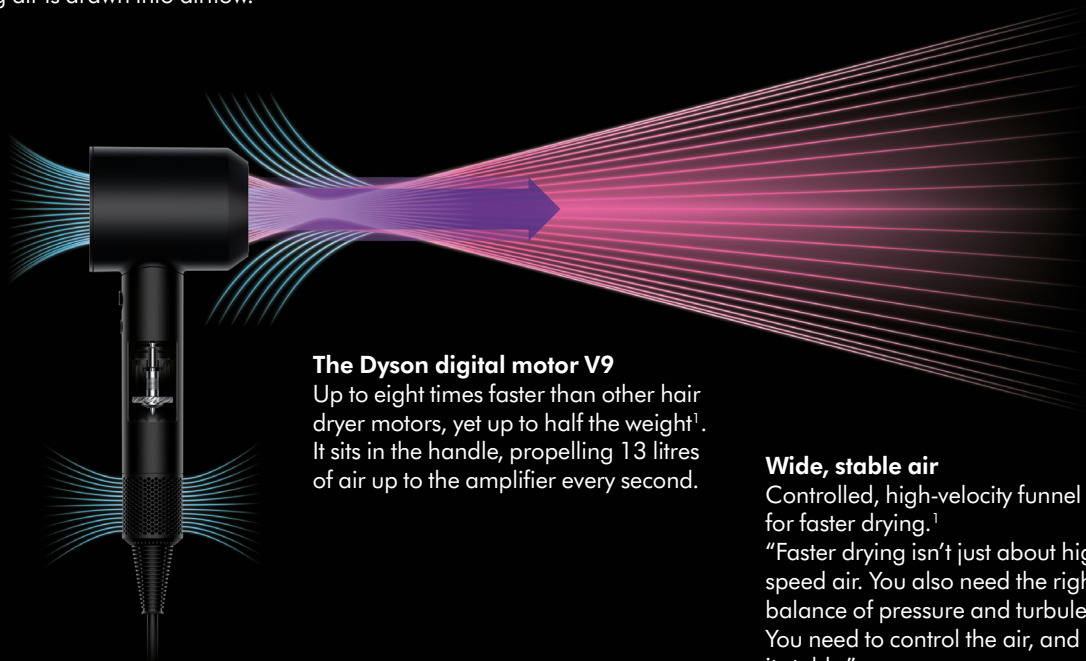
The volume of the air drawn in is amplified by three times, producing a high-pressure, high-velocity jet of air.

#### Focused air

The air is angled at 20° to create a focal point for precise styling.

#### Inducement and entrainment

Surrounding air is drawn into airflow.



#### The Dyson digital motor V9

Up to eight times faster than other hair dryer motors, yet up to half the weight<sup>1</sup>. It sits in the handle, propelling 13 litres of air up to the amplifier every second.

#### Wide, stable air

Controlled, high-velocity funnel of air for faster drying.<sup>1</sup>

"Faster drying isn't just about high-speed air. You also need the right balance of pressure and turbulence. You need to control the air, and make it stable."

#### Air intake

Air is drawn in through the shroud.

\*20 times per second for JP market.



## Features and benefits

### Intelligent heat control for shine

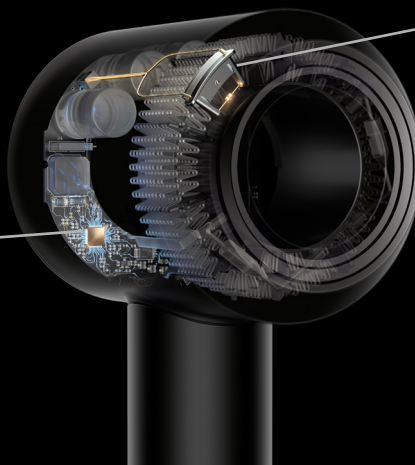
A glass bead thermistor measures the exit temperature 20 times every second. This data is transmitted to a microprocessor, which then sends calculated instructions to the heating element. So temperature is kept under control to help prevent extreme heat damage and protect your natural shine.

### Microprocessor

Receives data from the thermal sensor and transmits calculated instructions to the heating element.

### Glass bead thermistor

Measures exit temperature 20 times per second and then transmits data to the machine's microprocessor.



### No grille. No caught hair.

With a hole instead of a grille, there's nothing to catch your hair.



### Negative ions

Helps reduce static in the hair.

### Acoustically tuned

The powerful motor is tuned to produce one inaudible frequency. And it's enveloped by a vibration reduction system.

### Powerful digital motor

The Dyson digital motor V9's 13 impeller blades spin at up to 110,000rpm, generating 3.5kPa of pressure. It's up to 8 times faster and half the weight of other hair dryer motors.<sup>1</sup>

### Removeable filter cage

Easy to remove for cleaning.

## Features and benefits



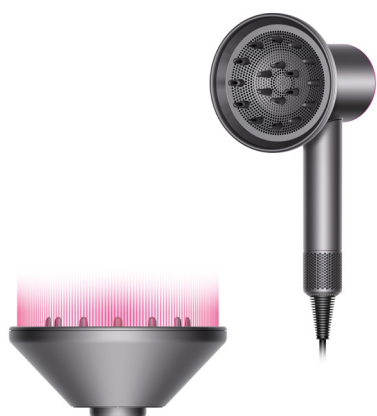
## Features and benefits

### Styling attachments with magic magnetic holding

The only hair dryer with magnetic attachments for easy fitting and rotation.

### Cool to touch

With Heat Shield technology, the surfaces of the attachments stay cool. Even during close-up styling.



#### Dyson diffuser

##### Natural drying, accelerated.

The Dyson diffuser is engineered to disperse air evenly around each of your ringlets. It simulates natural drying, helping to reduce frizz and improve definition.



#### Dyson smoothing nozzle

##### Dry and style at the same time.

The Dyson smoothing nozzle dries hair gently using smooth, wide air.



#### Dyson professional concentrator

##### Airflow precisely where you need it.

The Dyson professional concentrator produces a fast, precise airflow that spans the length of your brush.



### Flyaway attachment

The flyaway attachment was designed to emulate a technique used to push flyaways under a finished style for a more polished look. It's suitable for straighter hair styles.

Using air to create a smooth finish that pushes flyaways out of sight, just like professionals do with the styling concentrator and a round brush. The coanda effect attracts and lifts longer hairs to the front while pushing flyaways out of sight.



#### Wide Tooth Comb

Engineered for curly and coily hair. Lengthen hair completely, or tease out curls just a little bit.



#### Gentle Air Attachment

Allows users to style much closer to the scalp - and the diffused airflow can help create volume and texture closer to the roots.



#### Styling concentrator

Fast, precise airflow for controlled styling, one section at a time.

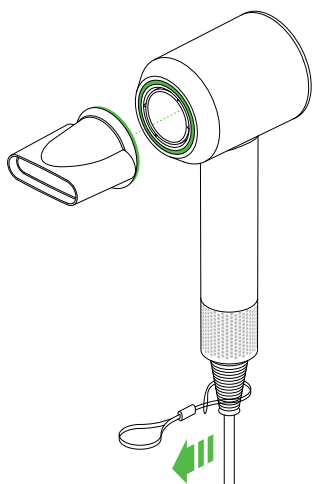
## Assembling

Magnetic accessories can be quickly and easily attached to the front of the appliance. They can be rotated 360° so you can position them precisely where you need them.

Heat Shield technology keeps the surface of the attachments cool for easy adjustment and close-up styling.

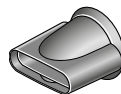
HD03/HD04 variants are supplied with three attachments, HD07/HD08/HD11/HD12 are supplied with five. These vary depending on region/SKU. All of the attachments can be used with any machine.

Retail variant (standard filter)		Professional variant (2-part filter)	
HD03	All Markets	HD04	All Markets
HD07	Western Markets	HD11	Western Markets
HD08	Eastern Markets	HD12	Eastern Markets



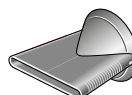
### Diffuser

(Supplied with HD03/HD04/  
HD07/08/11/12)



### Smoothing nozzle

(Supplied with HD03/HD04/  
HD08/12)



### Professional concentrator

(Supplied with HD04/11/12)



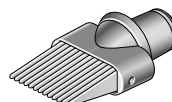
### Styling concentrator

(Supplied with HD03/07/08)



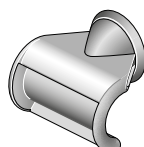
### Gentle air attachment

(Supplied with HD07/08/11/12)



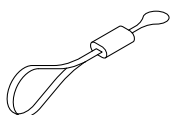
### Wide tooth comb

(Supplied with HD07/11)



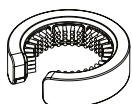
### Flyaway attachment

(Supplied with HD07/08/11/12)



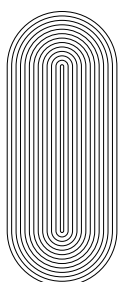
### Storage hanger

If you store your appliance on a hook,  
attach the storage hanger to the ribbed  
section at the base of the handle.  
(Supplied with HD03/HD04)



### Filter cleaning brush

For cleaning the outer filter cage.  
(N.B. For use on HD03/HD07/HD08  
only. Do not use the Dyson filter  
cleaning brush on the HD04/HD11/  
HD12 filter cage.)



### Non-slip mat

If you need to put your appliance down,  
the non-slip mat will keep it in place.  
(Supplied with HD03/HD04)

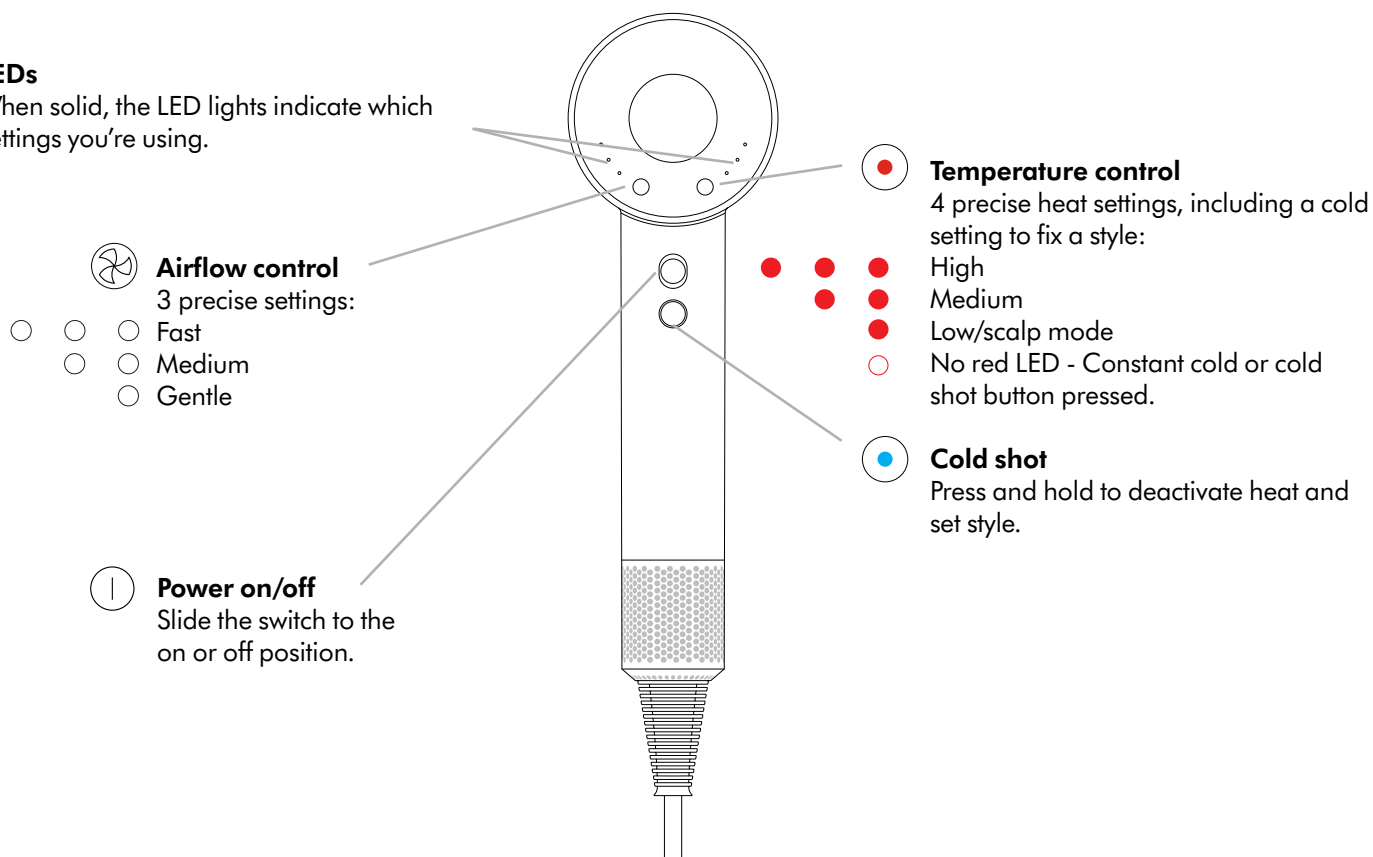
## Operating



The air exit and metal ring may be hot during use. Allow to cool before handling.

### LEDs

When solid, the LED lights indicate which settings you're using.



## Diagnostic LEDs

The LEDs will flash continually to communicate one of the following warnings:



### Three white LEDs flashing:

Clean filter. See the [Helpline section](#) for details.



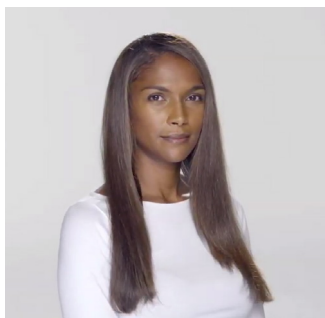
### Three red LEDs flashing:

Clean filter if not resolved contact call centre. See the [Helpline section](#) for details.

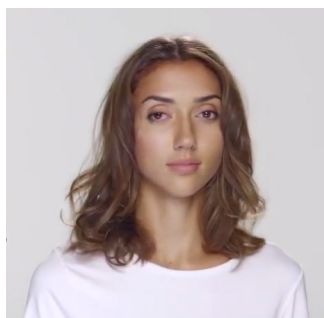
## Styling guide

You can try different attachments, temperatures and airflow to create styles to suit you and personalise styling for your hair type. For more information and tips see the Dyson Hair channel on YouTube:

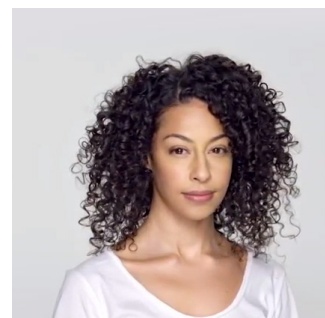
 <https://www.youtube.com/playlist?list=PLkvJFz1AotSthk6qDnkgUDvuxFVOcnEyD>



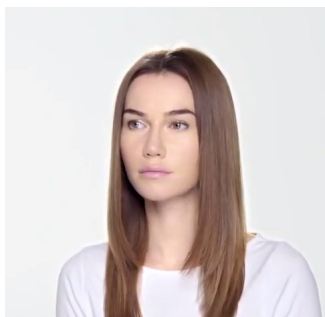
How to transform hair from curly to smooth and sleek, [see p.11.](#)



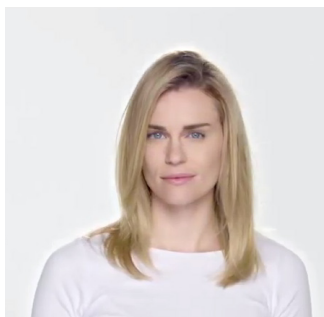
How to transform curly hair into beautiful beach waves, [see p.12.](#)



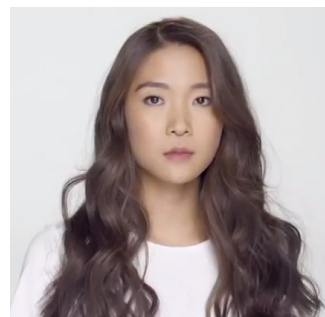
How to achieve beautiful curly hair every day, [see p.13.](#)



How to achieve beautiful straight hair every day, [see p.14.](#)



How to transform straight, flat hair to bouncy volume, [see p.15.](#)



How to transform straight hair into beach waves, [see p.16.](#)



## Styling guide

### From curly hair to smooth and sleek

How to create smooth and sleek hair using the Smoothing nozzle and Styling concentrator.



Before styling



After styling



**1.** Attach the Smoothing nozzle.



**2.** Set to full power and high heat.



**3.** Dry your hair downwards until it's damp to the touch.



**4.** Divide hair into sections.



**5.** Switch to the Styling concentrator.



**6.** Set to medium power and medium heat.



**7.** Create tension using your brush.



**8.** Smooth ends under.

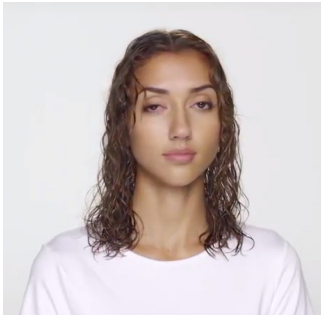


**9.** Use cold shot to set each section.

## Styling guide

### From curly hair into beautiful beach waves

How to create beautiful beach waves using the Smoothing nozzle and Styling concentrator.



Before styling



After styling



**1.** Attach the Smoothing nozzle.



**2.** Set to full power and high heat.



**3.** Dry your hair downwards until it's damp to the touch.



**4.** Divide hair into sections.



**5.** Switch to the Styling concentrator.



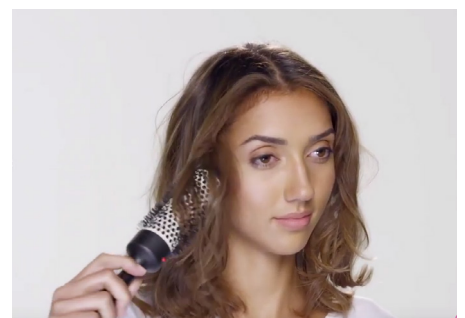
**6.** Set to medium power and medium heat.



**7.** Wrap hair around the brush, leaving the ends out.



**8.** Use cold shot to set each section.



**9.** Carefully release once cool.

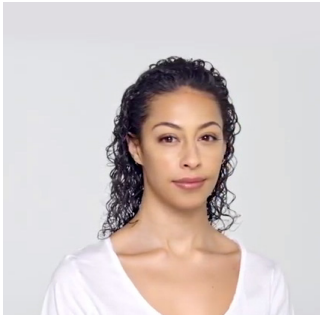


## Styling guide

supersonic

### Beautiful curly hair every day

How to create beautiful curly hair using the Diffuser.



Before styling



After styling



1. Attach the Diffuser.



2. Set to full power and high heat.



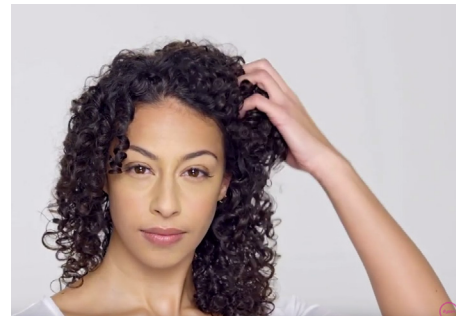
3. Scrunch up towards the scalp.



4. Hold in place until dry.



5. Use cold shot to set each section.



6. Gently tease the curls for a natural-looking bounce.

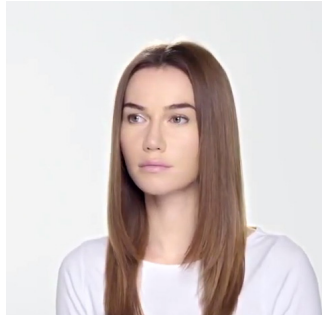
## Styling guide

### Beautiful straight hair every day

How to create beautiful straight hair using the Smoothing nozzle and Styling concentrator.



Before styling



After styling



**1.** Attach the Smoothing nozzle.



**2.** Set to full power and high heat.



**3.** Dry your hair downwards until it's damp to the touch.



**4.** Divide hair into sections.



**5.** Switch to the Styling concentrator.



**6.** Set to medium power and medium heat.



**7.** Create tension using your brush.



**8.** Use cold shot to set each section.



**9.** Shake out to create a natural look.

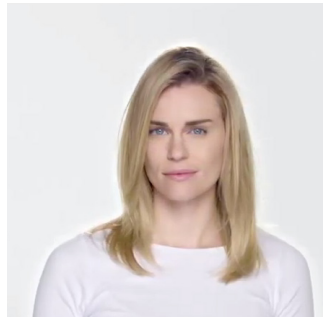
## Styling guide

### Straight hair to bouncy volume

How to create volume using the Smoothing nozzle.



Before styling



After styling



1. Attach the Smoothing nozzle.



2. Set to full power and high heat.



3. Dry your hair downwards until it's damp to the touch.



4. Brush hair against its natural direction to volumise.



5. Divide hair into sections.



6. Use round brush to lift and shape.



7. Use cold shot to set each section.



8. Shake out to create a natural look.



## Styling guide

### From straight hair to beach waves

How to create beautiful beach waves using the Smoothing nozzle and the Diffuser.



Before styling



After styling



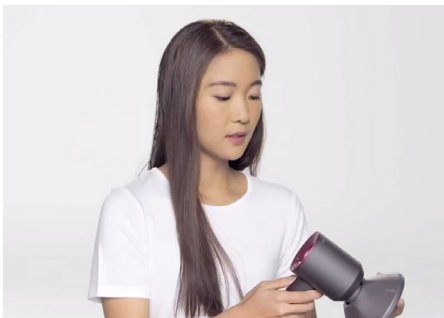
**1.** Attach the Smoothing nozzle.



**2.** Set to full power and high heat.



**3.** Dry your hair downwards until it's damp to the touch.



**4.** Switch to the Diffuser attachment.



**5.** Set to low power and low heat.



**6.** Fold hair into the Diffuser.



**7.** Hold until dry.



**8.** Use cold shot to set each section.



**9.** Shake out to create a natural look.

## Styling guide

### Using the Wide tooth comb

The Wide-tooth comb attachment has been developed for curly and textured hair, it has robust teeth to help lengthen hair as it dries, or create volume and shape.



Before styling



After styling



1. Attach the Wide tooth comb.



2. Use a smoothing cream.



3. Spread evenly through hair.



4. Divide hair into sections.



5. Set to full power and high heat.



6. Run Wide tooth comb through each section.



7. Continue until desired look is achieved.



8. Select cold shot.



9. Lock style with the cold shot.

## Styling guide

### Using the Wide tooth comb

The Wide-tooth comb attachment can also be used to relax curls.



**1.** Attach the Wide tooth comb.



**2.** Lengthen in short sections.



**3.** Finish the style as required.



## Styling guide

### Using the Gentle air attachment

The Gentle air attachment allows users to style much closer to the scalp - and the diffused airflow can help create volume and texture closer to the roots.



**1.** Attach the Gentle air attachment.



**2.** Use a volumising spray.



**3.** Get close to the roots- dry your hair downwards.



**4.** Or close from the side.



**5.** Shape the ends.



**6.** Set shape with fingers.



**7.** Select cold shot.



**8.** Use cold shot to lock in style.

## Routine filter maintenance HD03/07/08

**⚠** The following instructions should be carried out **once every week or preferably, everyday if used in a salon**. Always turn off and unplug the appliance prior to cleaning the filter.

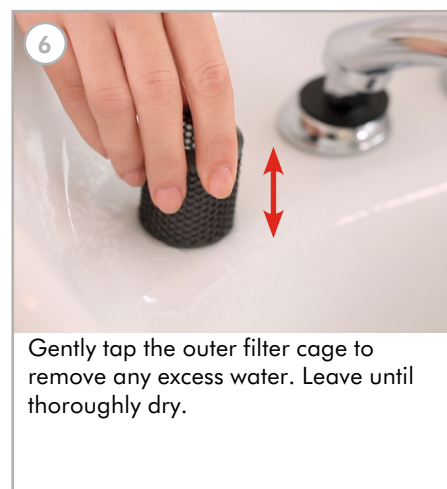
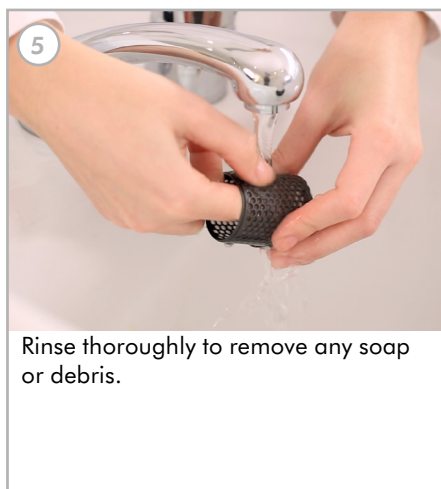
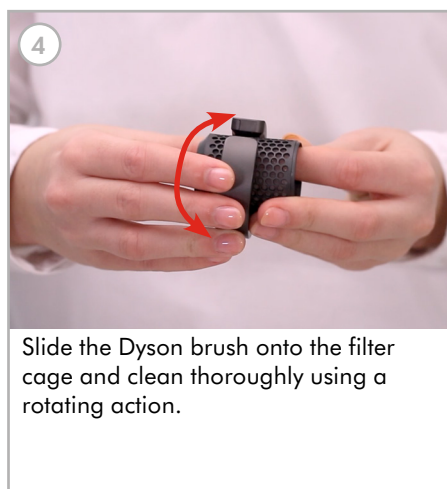
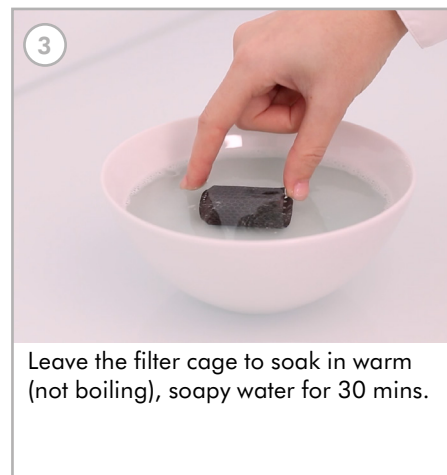
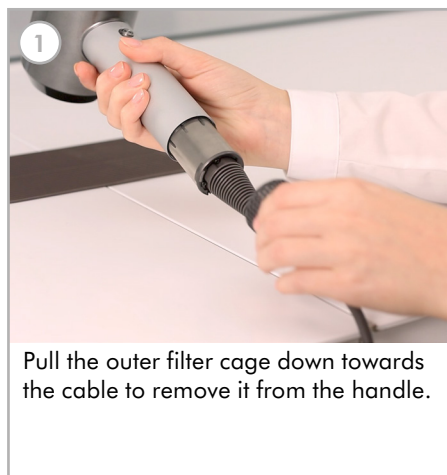
If the machine has reduced airflow or three flashing white or three flashing red lights, then go to [p.26 & 27](#) for further filter cleaning instructions.

A spare filter is provided with the machine. Up to three spare filters can be sent to a customer (refer to local policy), particularly if the machine is in a high useage environment (e.g. a busy salon).

If the customer is unwilling to clean the filter offer spare filters or a refund.



[https://youtu.be/tNcjVU\\_aVc4](https://youtu.be/tNcjVU_aVc4)





## Routine filter maintenance HD04/11/12

**!** The following instructions should be carried out **once every week or preferably, everyday if used in a salon**. Always turn off and unplug the appliance prior to cleaning the filter.

If the machine has reduced airflow or three flashing white or three flashing red lights, then go to [p.26 & 27](#) for further filter cleaning instructions.

A spare filter is provided with the machine. Up to three spare filters can be sent to a customer (refer to local policy), particularly if the machine is in a high useage environment (e.g. a busy salon).

If the customer is unwilling to clean the filter offer spare filters or a refund.

1



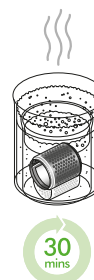
Pull the outer filter cage down towards the cable to remove it from the handle.

2



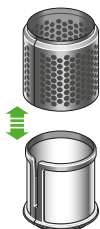
Pull the outer filter cage apart and remove it from the machine. Wipe the outer cage mesh with a dry, lint free cloth. Do not use the Dyson filter cleaning brush on HD04 filter cage.

3



Leave the filter cage to soak in warm (not boiling), soapy water for 30 mins. Use a clarifying shampoo or dish soap.

4



Remove the inner filter from the filter cage.

5



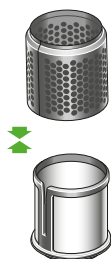
Using your finger tips, rub gently to thoroughly clean each part.

6



Rinse both parts of the filter to remove any debris. Completely dry both parts of the debris.

7



Check that all debris has been removed before placing the inner filter into the filter cage.

8



Gently pull open the filter unit and slide it onto the cable. Slide the filter unit towards the handle and twist until it snaps into place.

## Parts guide (customer fit parts)



### Pro concentrator assembly

Fast, precise airflow that spans the length of your brush.



### Smoothing nozzle assembly

Dries hair gently using smooth air.



### Diffuser assembly

Evenly disperses airflow to dry curls gently and help reduce frizz. Recommended for use on the low temperature and flow settings



### Storage hanger



### Filter cleaning brush

For use with HD03 only, do not use on HD04.



### Filter cage HD03/07/08

Has a magnetic closure system and inner mesh, [see p.20](#) for filter wash details. A spare filter is provided.



### Filter cage HD04/11/12

This is a two part filter [see p.21](#) for filter wash details. A spare filter is provided.



### Non-slip mat

**Parts guide (customer fit parts)****Flyaway Attachment**

For a smoother finish. Attracts longer hairs and hides flyaways, using a Coanda effect.

**Gentle Air Attachment**

Cooler, gentle drying for fine hair and delicate scalps.

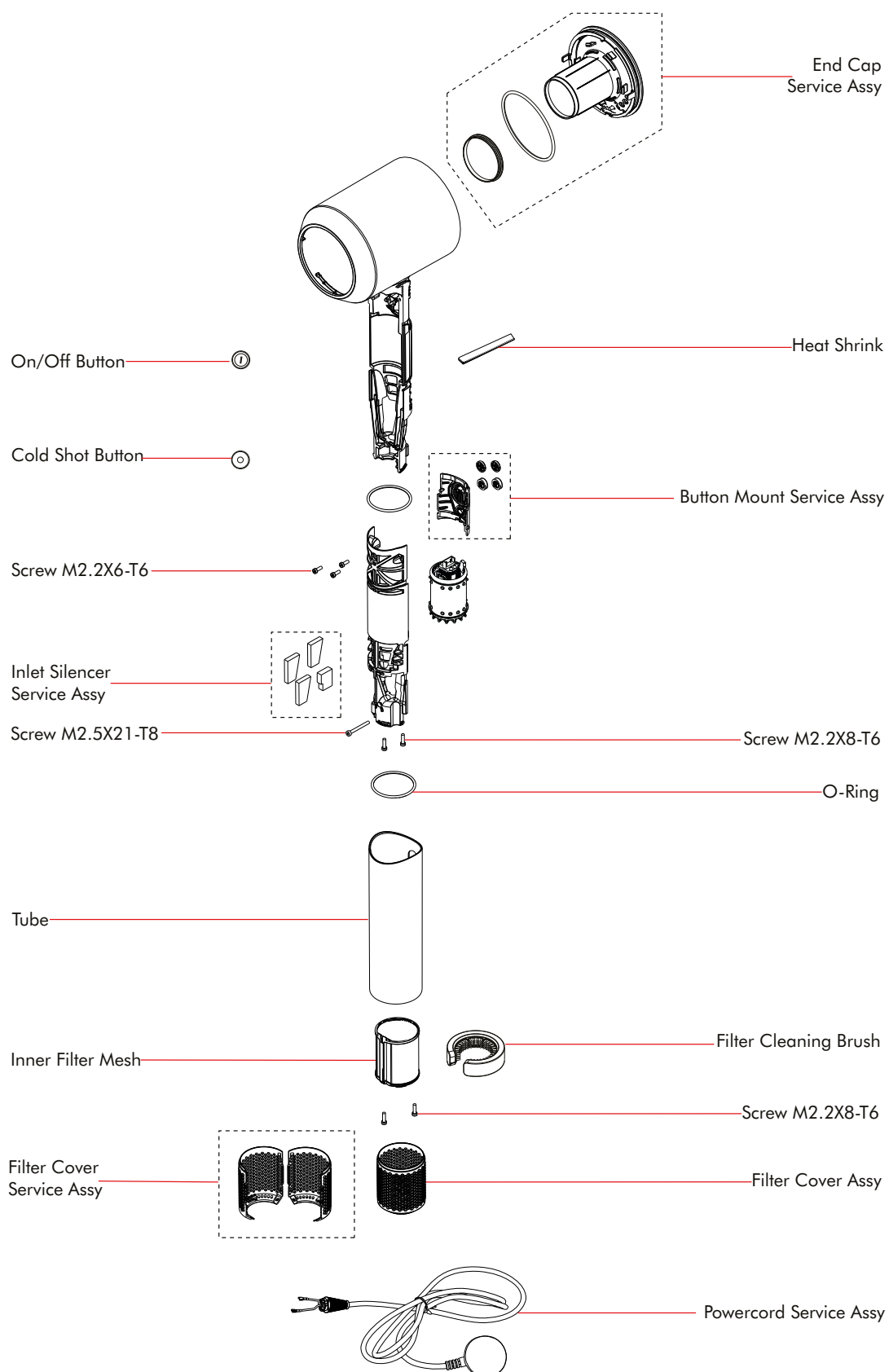
**Wide Tooth Comb**

Engineered for curly and coily hair. Lengthen hair completely, or tease out curls just a little bit.

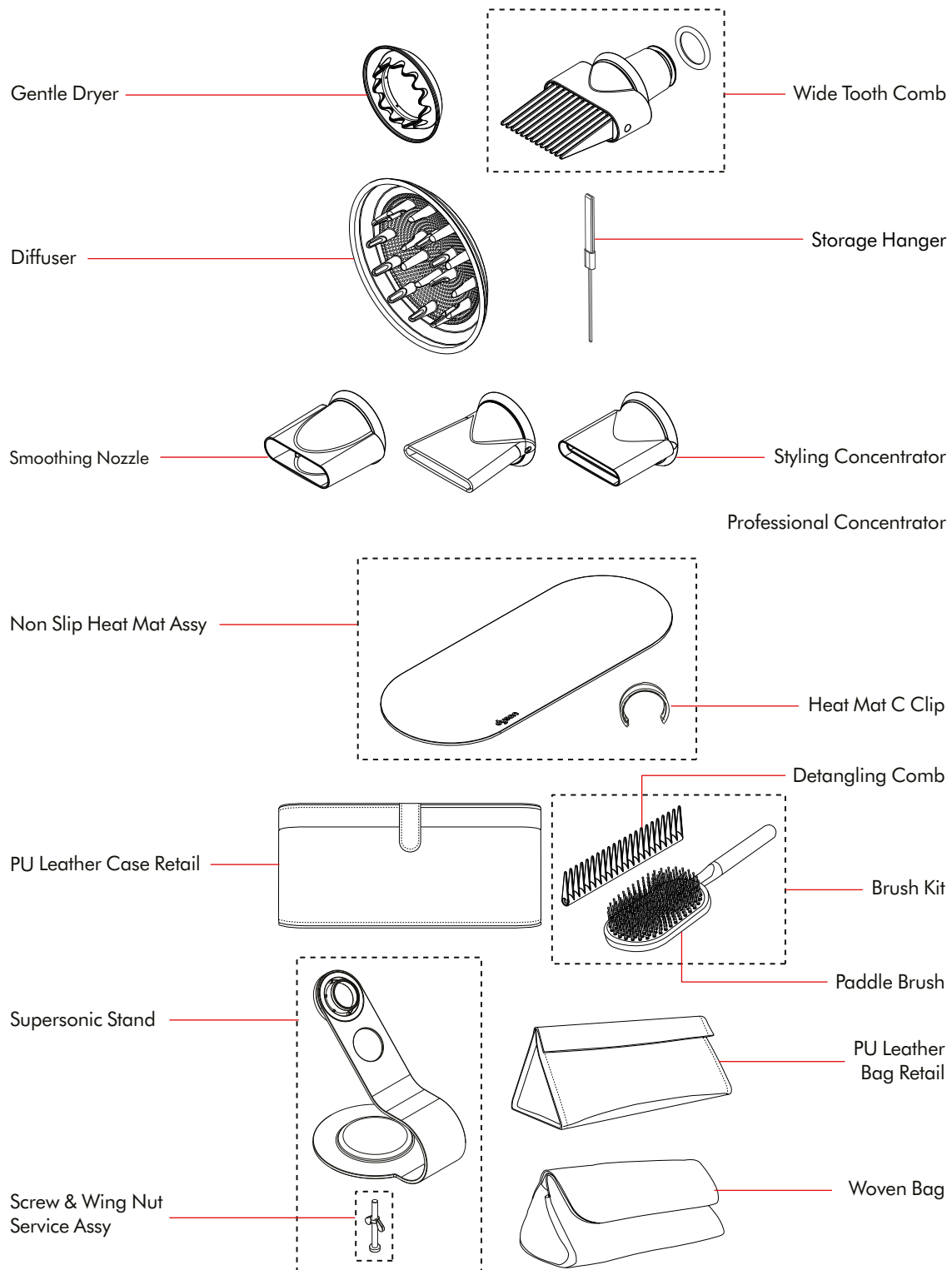
**Styling concentrator assembly**

Fast, precise airflow for controlled styling, one section at a time.

## Parts recognition: Main body assembly



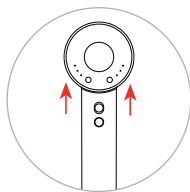
## Parts recognition: Accessories



## Helpline diagnostics

This section is a helpline operators guide to fault diagnostics and a checklist of procedures that should be carried out.

In some cases the machines can be easily repaired over the telephone. If a customer reports any of the following faults listed below, go to the relevant page number.



The indicator lights are located on the back of the appliance.

Contents	Page
Three flashing white LEDs	26
Three flashing red LEDs	27
Filter wash and machine reset diagnostic	28
Recovery clean	29
White smoke when new	30
Frizzy hair after use	30
No power	31
Unusual noises and smells	32
Serial number	32
Styling tips	33



### Important advice



**CAUTION:** If the fault is related to any electrical or mechanical issues, please ask the customer not to use the machine until a repair/exchange has been carried out.



## Three flashing white lights

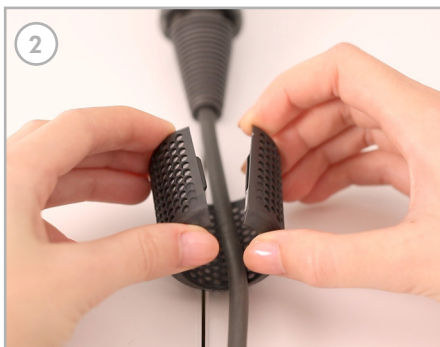
Three flashing white LEDs indicate a blocked filter and the appliance will switch itself off. If the customer then disconnects the appliance before turning it on again the appliance will most likely turn on for a very short period before switching itself off and exhibiting the three flashing white LEDs again.

It is also worth checking that they are not using the product with the filter cage blocked (for example by their hand or unremoved packaging).

All variants are supplied with a spare filter- additional filters can also be purchased.



1  
Check the appliance is switched off. Pull the outer filter cage down towards the cable, open the filter cage and remove it from the machine.



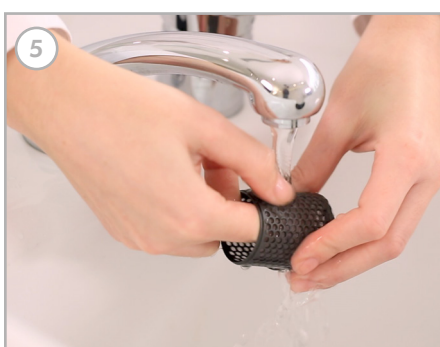
2  
Swap the filter for the clean, dry, spare filter. Retry the machine.



3  
If the machine works advise the customer to thoroughly clean the original filter [see p.20/21](#). End call.



4  
If the problem persists after swapping the filters (step 2), ask the customer to remove the filter and briefly run the machine with no filter fitted.



5  
If the machine works ask the customer to clean both filters (the original and the spare filter) [see p.20/21](#) for full details. Remind the customer of the importance of filter cleaning.



6  
If the problem is not resolved, arrange a repair/exchange depending on local policy.

A possible cause of machine failure is running the machine without the filter correctly fitted as shown in step 4. If this is the case, exchange the machine on one occasion only and advise of the importance of filter cleaning and of correctly fitting the filter.

Up to three spare filters can be sent to a customer (refer to local policy), particularly if the machine is in a high usage environment (e.g. a busy salon).

If the customer is unwilling to clean the filter offer spare filters or a refund.



## Three flashing red lights

Three flashing red LEDs either indicates an overheating issue, an incorrect voltage supply issue or a non-recoverable fault. The appliance will switch itself off. If the customer then disconnects the appliance before turning it on again the appliance will most likely turn on for a very short period before switching itself off and exhibiting the three flashing red LEDs again.

### Overheat:

An overheat is mostly likely caused by a severely blocked filter (see [p.20/21](#) for full cleaning details).

It is also worth checking that they are not using the product with the filter cage blocked (for example by their hand or unremoved packaging).

### Voltage supply:

The product is voltage specific albeit a fairly wide range (e.g. The UK product is rated from 220-240V so could also be used in EU 230V and Hong Kong 220V). Using it outside that range will cause the product to not switch on (but should not cause any permanent damage). Ask the customer if they have moved location/are on holiday etc.



1  
Carry out the 'Three flashing white lights' checks on [p.22](#). If the problem persists continue with these checks.



2  
Check the voltage on the rating plate conforms to the territory the appliance is being used in.

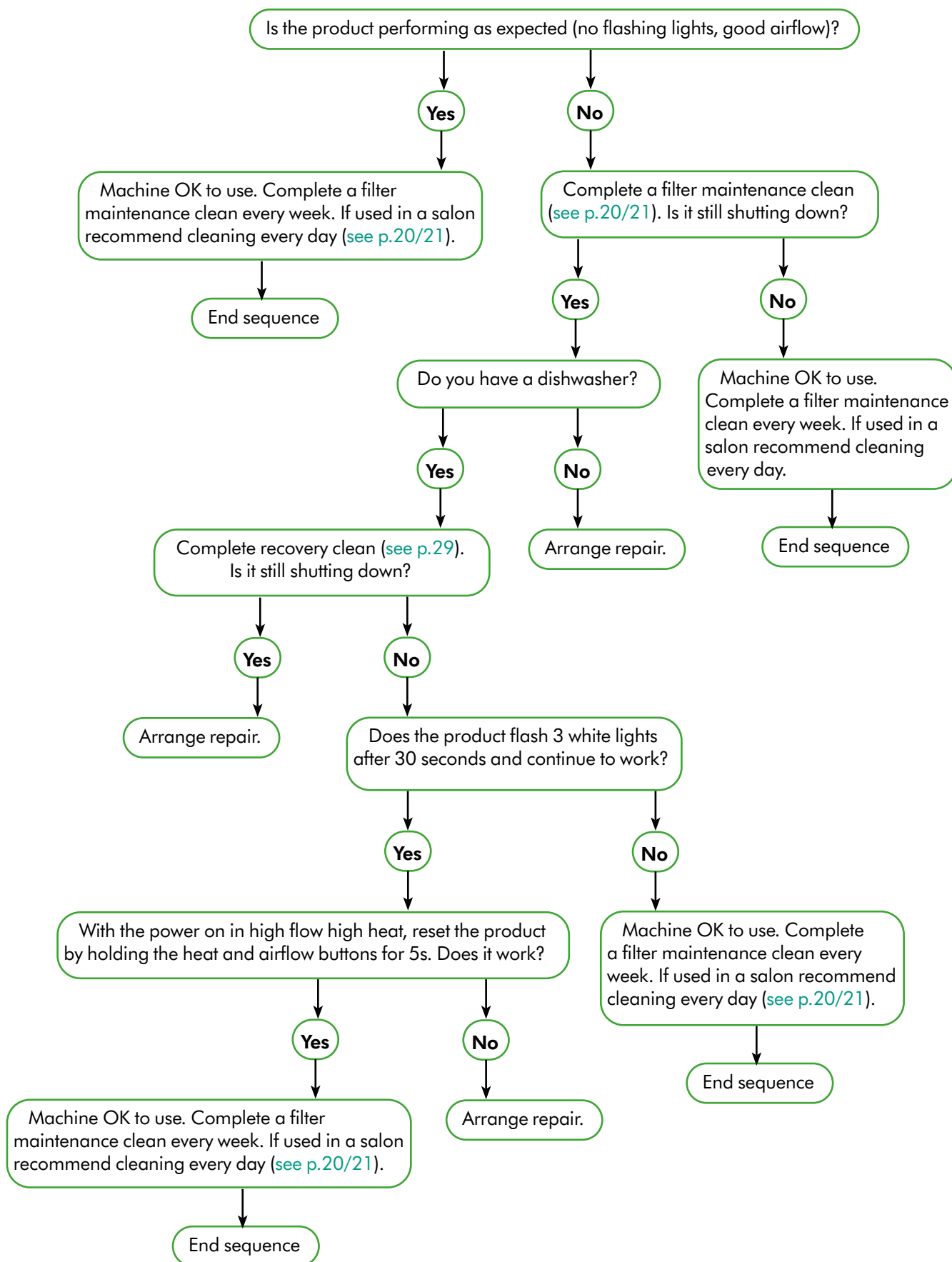


3  
Check the appliance has not overheated due to extended continual use in a hot environment. If the problem persists arrange a repair/exchange depending on local policy.



## Filter wash and machine reset diagnostic

Complete the regular weekly filter wash- [see p.20/21](#) . If, after completing the weekly filter wash, the machine still overheats or has low airflow or poor performance carry out the checks below:

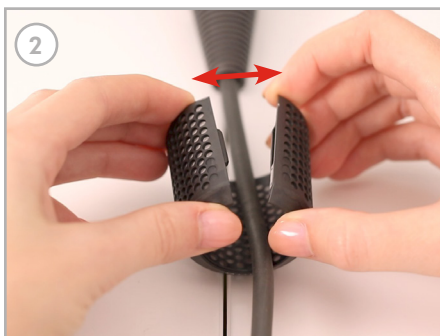


## Recovery clean

If your appliance is not performing as expected or the lights continue to flash after following the regular filter maintenance and removing hair product residue instructions you may need to deep clean the outer filter cage.



1 Pull the outer filter cage down towards the cable to remove it from the handle.



2 Pull the outer filter cage apart and remove it from the machine. If HD04 machine separate the filter into its two component parts, [see p.19](#).



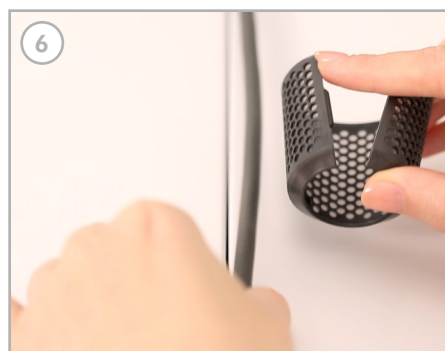
3 Place the filter in the cutlery basket within the dishwasher.



4 Set the dishwasher to deep clean with detergent and start the cycle.



5 When the dishwasher cycle has finished, remove the filter. Gently tap the outer filter cage to remove any excess water. Leave until thoroughly dry. If HD04 reassemble the filter.



6 Open the outer filter cage and position back onto the cable, then close it- the magnet should snap it back together.



7 Push the outer filter cage back onto the handle. Twist it to align correctly and push up until the magnet locks in place.



8 If the problem persists arrange a repair/ exchange depending on local policy.

## White smoke when new

A fine white smoke may be seen after the first few uses when new. This visible out-gassing is not a safety concern. The smell and visible out-gassing is expected and perfectly normal but should subside after a few uses. It is caused by coatings used in the manufacturing process. This out-gassing is something that is common on appliances that use a heater element such as toasters, electric cookers etc. If the customer is reporting strong smelling, acrid smoke appearing from the elsewhere on the appliance arrange a repair ([see p.32](#)).

1



Confirm that the smoke is coming from the front of the appliance (visible when the appliance is switched off).

2



If the customer is concerned, use the appliance on a high heat setting to speed up the breaking in period?

## Frizzy hair after use

Carry out the following checks if the customer reports that the appliance is causing their hair to frizz. The appliance should always be used with a styling tool attached to control the airflow.

1



Confirm that the customer is using the appliance without a styling tool attached.

2



Check that the customer is aware of the accessory styling tools and is selecting the correct one. The smoothing nozzle is particularly good at reducing frizz.


## No power

Before completing these checks it is important to determine whether or not the thermal cut-out has activated- was the machine in use when the power stopped?

The appliance has a non-self resetting thermal cut out safety device to prevent overheating. If the appliance cuts out, unplug it from the mains supply socket and leave it to cool.

**⚠ Caution:** In order to avoid a hazard due to inadvertently resetting the thermal cut-out, the appliance must not be supplied through an external switching device (e.g. a timer) or connected to a circuit that is regularly switched on and off by the utility company, or plugged into any socket where the electrical supply is unstable or likely to be turned off.

**Note:** If the customer advises you the machine was working intermittently - cutting in and out as the appliance is moved back and forth/up and down - arrange a repair, as this may indicate a power cord problem. Also advise the customer not to use the machine until a repair has been carried out.

1  Ask the customer to unplug the machine.

2 Make sure the customer's home has power. Check trip switch and fuse box.

3 Test the socket with a different appliance.



4 **\*UK only.** Make sure a 13 amp fuse is fitted. Also try a 13 amp fuse from a known working appliance.  
Note: 5 or 7 amp fuses will blow on initial start up due to motor current surge.

5 Examine the plug thoroughly for damage or burn marks. Check the front and back of the plug.

6 Check the length of the power cord for wear and tear, such as splits or damage.

### US only:

The machine has a reset and test button built into the plug. This protective device (ALCI- Appliance Leakage Circuit Interrupter) should be operated each time the machine is plugged in and used.

To test: press the test button. The reset button will pop out, indicating that the machine is safe to use.

To reset: unplug the machine and press the reset button. Plug in again to use your machine.

If the ALCI trips while in use, the machine should be unplugged. Press the reset button and reinsert the plug into the outlet. If the ALCI immediately trips for a second time, unplug the machine and arrange a repair.

With the exception of the power fuse needing changing or a problem related to the power supply in the customer's home, if the fault is any of the above, arrange a repair.

**Note:** The Dyson guarantee does not cover accidental damage to the power cord and plug.



### Important advice

**CAUTION:** if the fault is related to any electrical or mechanical issues, please ask the customer not to use the appliance until a repair has been carried out.

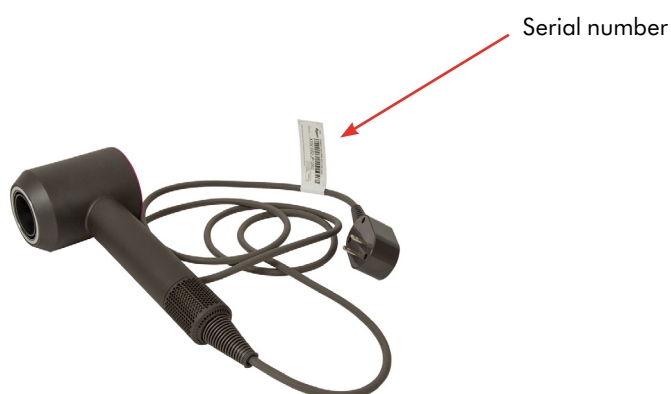
## Unusual noises and smells

Carry out the relevant checks if the customer reports any unusual machine noises or smells.

- If the noise is a loud, grinding sound, (possibly with strong odour), this may indicate a problem with the motor. Advise the customer not to use the appliance.
- If the noise is a high pitched or whistling sound, complete the filter wash checks and machine reset diagnostic (see p.28) as this is likely to be caused by a blockage.
- If there is a burning smell and a slight, fine white smoke when the appliance is first used this is perfectly safe and normal (see p.30). It should subside with use.
- If the customer reports a strong, electrical type burning smell, arrange a repair and advise the customer not to use the machine.

## Serial number

The serial number is located on a label on the power cord.



## Styling tips

Beauty and styling tips:

Contact Centres should not be the destination for beauty and styling advice.

The 'Styling guide' section on p.10 gives advice on how to use Supersonic to create six general looks.

We want to be experts in the technology, but we do not want to get into conversations around the latest trends or how to create specific styles. That should be left to the fashion and beauty experts/vloggers/bloggers etc.

In such instances agents should direct any customers that do call to:

<http://www.dyson.com/haircare/supersonic/owners-and-support.aspx> where styling content can be found.

## Selling of professional variant by Contact Centres

Professional SKU features:

- Unique colour way
- Professional concentrator
- 24 month warranty HD02 professional
- Lower commercial price point

Professional SKU purchase:

Contact Centres need to find a way to protect the unique colour way and price point on the Professional SKU.

For direct sales to salons through the Helpline some basic questioning is needed to establish who the buyer is.

This may vary by market but the current approach is outlined below:

- Salon calls to place an order, the CRM account should be set up as the Salon address. The agent should use their questioning skills and if the call sounds genuine (there is an element of trust from the agent here), they will process the order.
- Any doubt as to how genuine the salon may be, the Helpline will request a contact number for the salon and complete a quick piece of investigation (i.e. Google Search to confirm the salon is genuine and the number is correct). They could even advise they will call the person back on the salon number to speak to the person who called in if needed. If satisfied it's genuine, they will place the order ensuring the shipping address is to the salon and not to a residential address.

## Safety warnings

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

### **Warning**

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

### **To reduce the risk of fire, electric shock or injury**

1. Keep away from pacemakers, defibrillators, credit cards and electronic storage media.
2. This Dyson appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or reasoning capabilities, or lack of experience and knowledge, only if they have been given supervision or instruction by a responsible person concerning use of the appliance in a safe way and understand the hazards involved. Cleaning and user maintenance shall not be made by children without supervision.
3. Do not allow to be used as a toy. Close attention is necessary when used by or near children. Children should be supervised to ensure that they do not play with the appliance.
4. If the appliance is used in a bathroom, unplug after use. The proximity of water presents a hazard even when the appliance is switched off.
5. **WARNING:** Do not use this appliance near bathtubs, showers, basins or other vessels containing water.
6. 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.
7. This appliance has a non-self resetting thermal cut out safety device to prevent overheating. If your appliance cuts out, unplug it from the mains supply socket and leave to cool.
8. **CAUTION:** In order to avoid a hazard due to inadvertent resetting of the thermal cut-out, this appliance must not be supplied through an external switching device, such as a timer, or connected to a circuit that is regularly switched on and off by the utility company, or plugged into any socket where the electrical supply is unstable or likely to be turned off.
9. For additional protection, the installation of a residual current device (RCD) having a rated residual operating current not exceeding 30mA is advisable.
10. Do not use the appliance for any other purpose than drying hair.
11. Do not handle any part of the plug or appliance with wet hands.
12. Do not unplug by pulling on the cable. To unplug, grasp the plug, not the cable. The use of an extension cable is not recommended.
13. Do not stretch the cord or place the cord under strain. Keep the cord away from heated surfaces and do not wrap the cord around the appliance.
14. Do not use any lubricants, cleaning agents, polishes or air fresheners on any part of the appliance.
15. Contact the Dyson Helpline when service or repair is required. Do not disassemble the appliance as incorrect reassembly may result in an electric shock or fire.
16. If the appliance is not working as it should, has received a sharp blow, has been dropped, damaged, left outdoors, or dropped into water, do not use and contact the Dyson Helpline.

## Dyson 2 year guarantee

### Summary of cover

#### Terms and conditions of the Dyson 2 year guarantee

- The guarantee becomes effective at the date of purchase (or the date of delivery if this is later).
- You must provide proof of (both the original and any subsequent) delivery/purchase before any work can be carried out on your Dyson appliance. Without this proof, any work carried out will be chargeable. Keep your receipt or delivery note.
- All work will be carried out by Dyson or its authorised agents.
- Any parts which are replaced by Dyson will become the property of Dyson.
- The repair or replacement of your Dyson appliance under guarantee will not extend the period of guarantee.
- The guarantee provides benefits which are additional to and do not affect your statutory rights as a consumer.

#### 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).
- Where this machine is sold outside of the EU, this warranty will only be valid if the appliance is used in the country in which it was sold.
- Where this machine is sold within the EU, this warranty will only be valid (i) if the appliance is used in the country in which it was sold or (ii) if the appliance is used in Austria, Belgium, France, Germany, Ireland, Italy, Netherlands, Spain or the United Kingdom and the same model as this appliance is sold at the same voltage rating in the relevant country.

#### What is not covered

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

- Damage caused by not carrying out the recommended appliance maintenance.
- Accidental damage, faults caused by negligent use or care, misuse, neglect, carelessness or operation or handling of the appliance which is not in accordance with the Dyson Operating Manual.
- Use of the appliance for anything other than as a hair dryer.
- Use of the appliance for professional or commercial purposes\*.
- Use of parts not assembled or installed in accordance with the instructions of Dyson.
- Use of parts and accessories which are not genuine Dyson components.
- Faulty installation (except where installed by Dyson).
- Repairs or alterations carried out by parties other than Dyson or its authorised agents.
- Normal wear and tear (e.g. fuse etc.).
- If you are in any doubt as to what is covered by your guarantee, please contact the Dyson Helpline.

\*The standard variant is not covered for use in a professional environment. There is a Professional variant for use in professional or commercial purposes that is covered by a 6 month guarantee.



We'll help you choose the right Dyson and give you any advice and assistance you need when you're using it. You can contact us anytime at [www.dyson.com](http://www.dyson.com) or call our team of experts.



# dyson supersonic

## **Technical helpline:**

### **Jai Uthup:**

E-mail: [jai.uthup@dyson.com](mailto:jai.uthup@dyson.com)

### **Neil Clapham:**

E-mail: [neil.soutar@dyson.com](mailto:neil.soutar@dyson.com)

The Dyson Research Centre, Wiltshire, UK

