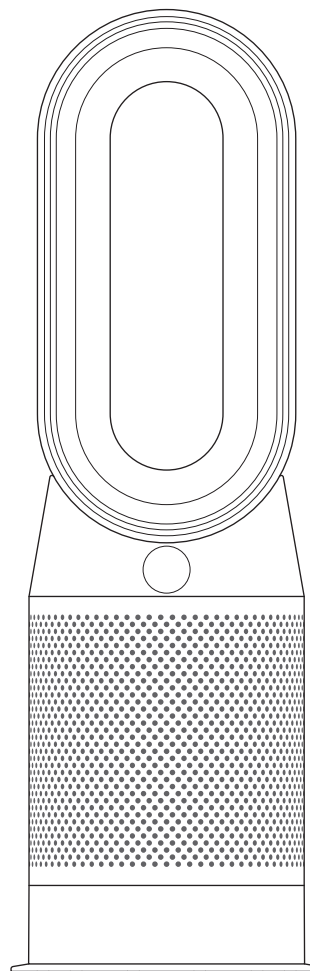


**dyson** hot+cool

Operating manual

This appliance is only suitable for well insulated spaces or occasional use.

HP04



## Getting started

- 4 Registration
- 5 Important safety instructions
- 8 Assembly
- 9 Controls
- 9 Continuous monitoring
- 10 Connecting to the Dyson Link app
- 11 Information menu
- 13 Auto mode
- 14 Heating
- 15 Oscillation
- 16 Airflow
- 17 Sleep timer
- 18 Night mode
- 18 Care and maintenance
- 19 Additional information

Thank you for choosing to buy  
a Dyson purifying fan heater

Take full control with  
the Dyson Link app

Get step-by-step setup and support.

Control how and when your purifying  
fan heater runs.

Monitor and record air quality  
through visual updates.

Automatically keep up to date with  
the latest software upgrades.

## Download the Dyson Link app

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



For further information and support:

**Online:**

UK: [www.dyson.co.uk/support](http://www.dyson.co.uk/support)

ROI: [www.dyson.ie/support](http://www.dyson.ie/support)

**On the phone:**

UK: 0800 298 0298

ROI: 01 475 7109

Monday to Friday 8am-8pm

Saturday and Sunday 8am-6pm

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App Store is a service mark of Apple Inc., registered in the U.S. and other countries.

Google Play and the Google Play logo are trademarks of Google Inc.

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

# Registration

## 4 easy ways to register your free 2 year guarantee

### Thank you for choosing to buy a Dyson appliance

After registering your free 2 year guarantee, your Dyson appliance will be covered for parts and labour (excluding filters) for 2 years from the date of purchase, subject to the terms of the guarantee.

If you have any questions about your Dyson appliance, call the Dyson Customer Care Helpline with your serial number and details of where and when you bought the

appliance. Most questions can be solved over the phone by one of our trained Dyson Helpline staff.

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

Visit [www.dyson.co.uk/support](http://www.dyson.co.uk/support) (UK) or [www.dyson.ie/support](http://www.dyson.ie/support) (ROI) for online help, support videos, general tips and useful information about Dyson.

Note your serial number for future reference.

This illustration is for example purposes only.



### Register with your smartphone

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



### Register by phone

Call our dedicated Helpline.  
Open Monday to Friday 8am-8pm  
Saturday and Sunday 8am-6pm.  
UK: 0800 298 0298  
ROI: 01 475 7109



### Register online

Visit our website to register your full parts and labour guarantee online.  
[www.dyson.co.uk/register](http://www.dyson.co.uk/register)  
[www.dyson.ie/register](http://www.dyson.ie/register)



### Register by mail

Complete and return the form to Dyson in the envelope supplied.

# IMPORTANT INSTRUCTIONS

## WARNING

THE APPLIANCE AND THE REMOTE CONTROL BOTH CONTAIN MAGNETS.

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

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

3. Disconnect power or unplug before cleaning, performing any maintenance or replacing a filter.
4. Some parts of this appliance can become very hot and cause burns. Particular attention has to be given where children and vulnerable people are present.
5. This 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. Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision.
6. Children aged from 3 years and less than 8 years shall only switch 'ON/OFF' the appliance provided that it has been placed or installed in its intended normal operating position and they have been given supervision or instruction concerning the use of the appliance in a safe way and understand the hazards involved. Children aged from 3 years and less than 8 years shall not plug in, regulate and clean the appliance or perform user maintenance.
7. Children of less than 3 years should be kept away unless continuously supervised.
8. This appliance must not be located immediately below a socket outlet.

9. Do not use this appliance in the immediate surroundings of a bath, a shower or a swimming pool.



10. To avoid overheating, do not cover the appliance.

11. If the supply cable is damaged, it must be replaced or repaired by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.

12. Do not use this appliance in small rooms when they are occupied by persons not capable of leaving the room on their own, unless constant supervision is provided.

13. To reduce the risk of fire, keep textiles, curtains, or any other flammable material a minimum distance of 1 metre from the air outlet.

14. Do not use outdoors or on wet surfaces and do not handle any part of the appliance or plug with wet hands.

15. Keep the appliance away from flammable liquids, vapours, air fresheners and essential oils.

16. Always plug directly into a wall socket. Never use with an extension cable as overloading may result in the cable overheating and catching fire.

17. Do not use this appliance if it has been damaged or submerged in water.

18. Do not use this appliance if it has been dropped or if it has visible signs of damage.

19. Keep this appliance and cable away from heated surfaces. Do not position the cable under furniture or appliances.

20. Do not put any objects into the air amplifier opening as this may cause an electric shock.

21. Always carry this appliance by the base and not by the loop amplifier.

22. Always use this appliance on a horizontal and stable surface.

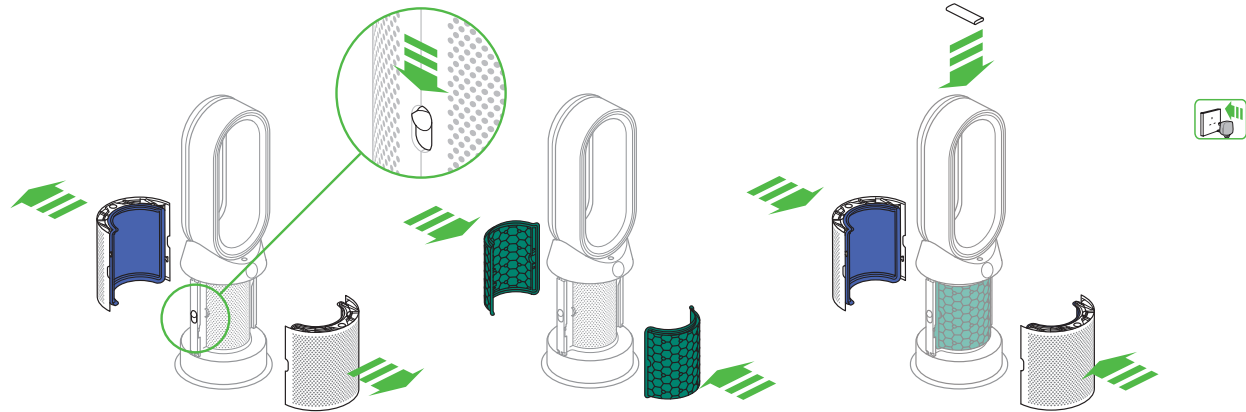
23. If there is a loose fit between the plug and the socket or the plug becomes very hot, the socket may need to be replaced. Check with a qualified electrician to replace the socket.



24. Chemical Burn and Choking Hazard. Keep batteries away from children. This product contains a lithium button/coin cell battery. If a new or used lithium button/coin cell battery is swallowed or enters the body, it can cause severe internal burns and can lead to death in as little as 2 hours. Always completely secure the battery compartment. If the battery compartment does not close securely, stop using the product, remove the batteries,

and keep it away from children. If you think batteries might have been swallowed or placed inside any part of the body, seek immediate medical attention.

# Assembly



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

Do not lift out by the amplifier loop.

Slide the buttons down on both sides of the shrouds.

The shrouds will release with the glass HEPA filters attached.

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

Attach both carbon filters to the appliance.

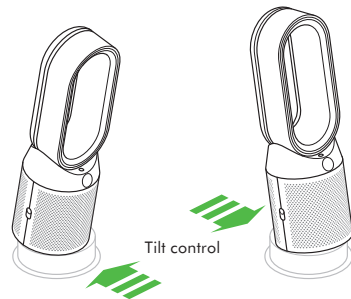
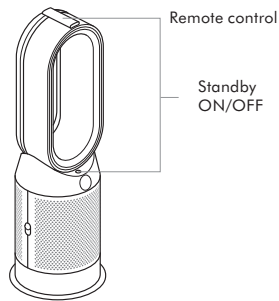
Position the shrouds onto the base and push gently until they click securely into place.

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

Plug in and switch on.



## Controls



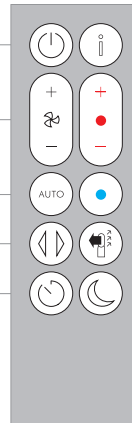
Standby  
ON/OFF

Airflow speed

Auto mode

Oscillation  
ON/OFF

Sleep timer



Information menu

Heating control

Cooling mode

Airflow direction

Night mode

## Continuous monitoring

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

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

To enable/disable continuous monitoring:

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

# Connecting to the Dyson Link app



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

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



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

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

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

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

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

You will now be able to use the Dyson Link app to monitor information from

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

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

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

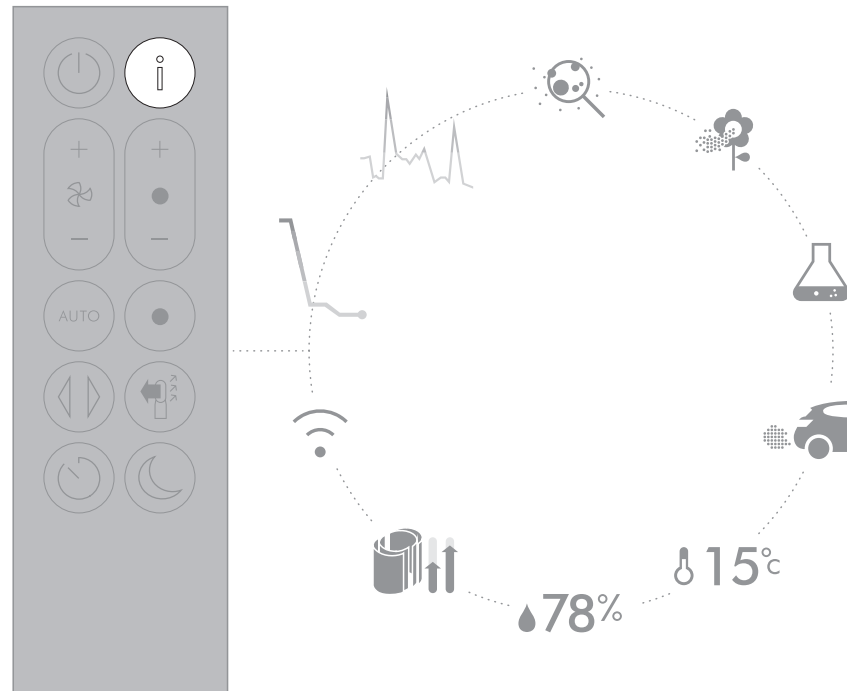
Apple and the Apple logo are trademarks of Apple Inc., registered in the U.S. and other countries. App Store is a service mark of Apple Inc., registered in the U.S. and other countries.  
Google Play and the Google Play logo are trademarks of Google Inc.  
The Bluetooth® word mark and logos are registered trademarks owned by the Bluetooth SIG, Inc. and any use of such marks by Dyson is under license.

# Information menu

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

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

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





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



**Indoor air quality - 24 hours**  
Monitors the air quality with a graph showing 24 hours of data, updated at fifteen minute intervals.



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



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



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



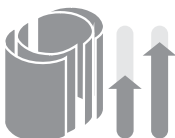
**Nitrogen dioxide and other oxidising gases**  
These potentially harmful gases are released into the air by combustion, for example the burning gas when cooking and in vehicle exhaust emissions.



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



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



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



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

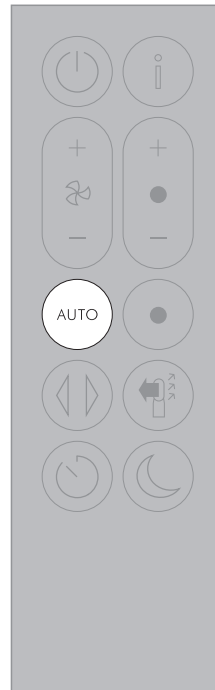
# Auto mode

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

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

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

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

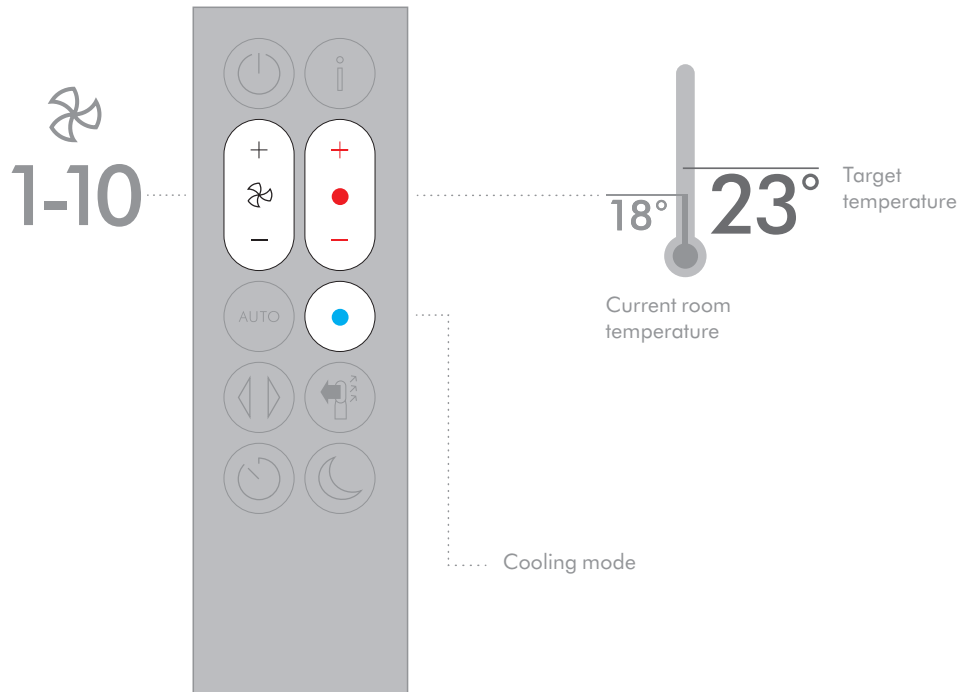


# Heating

Press the button to set the required room temperature.

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

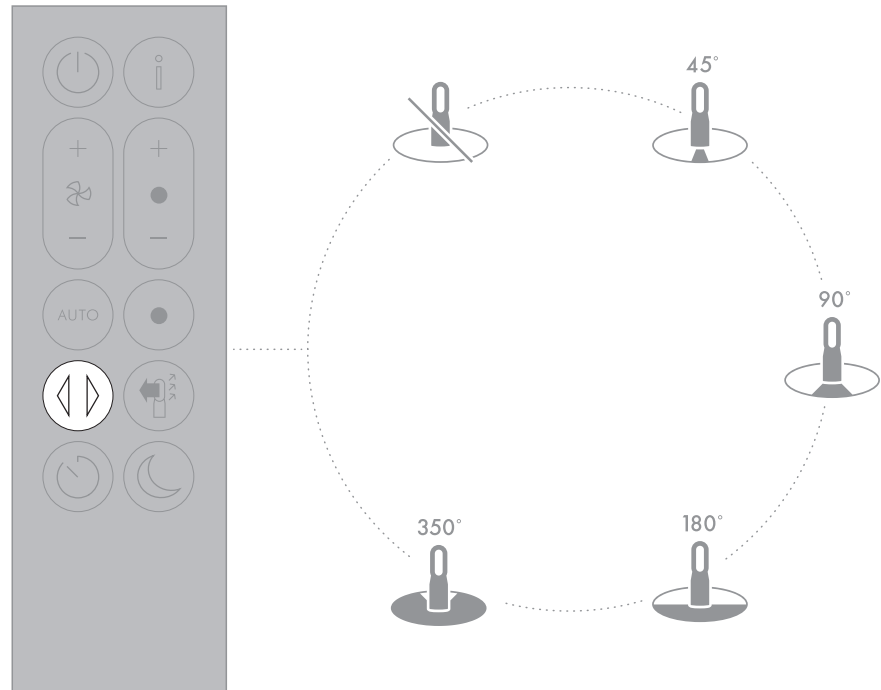
Press the Cooling mode button to switch your appliance from Heating mode to Cooling mode.



# Oscillation

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

Customise your oscillation settings in the Dyson Link app.



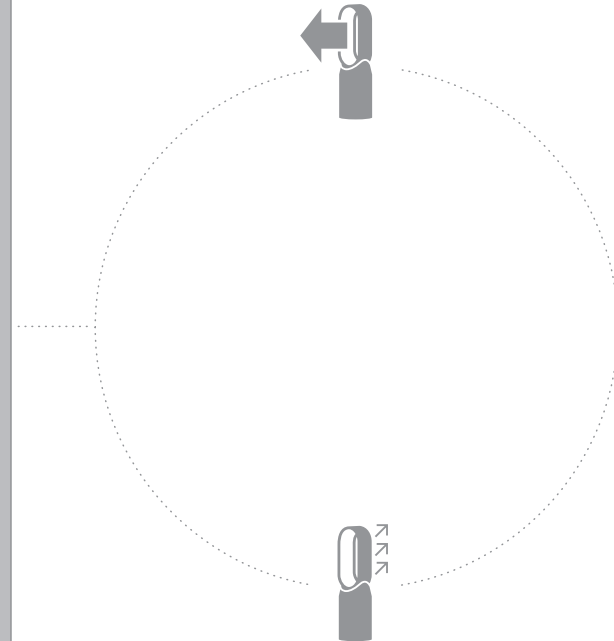
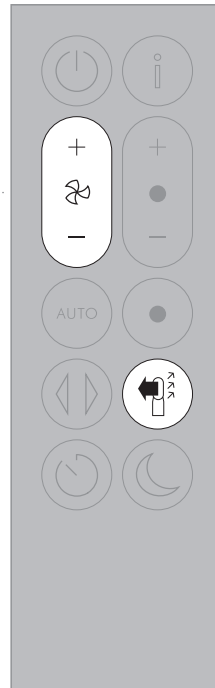
# Airflow

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

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

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

1-10



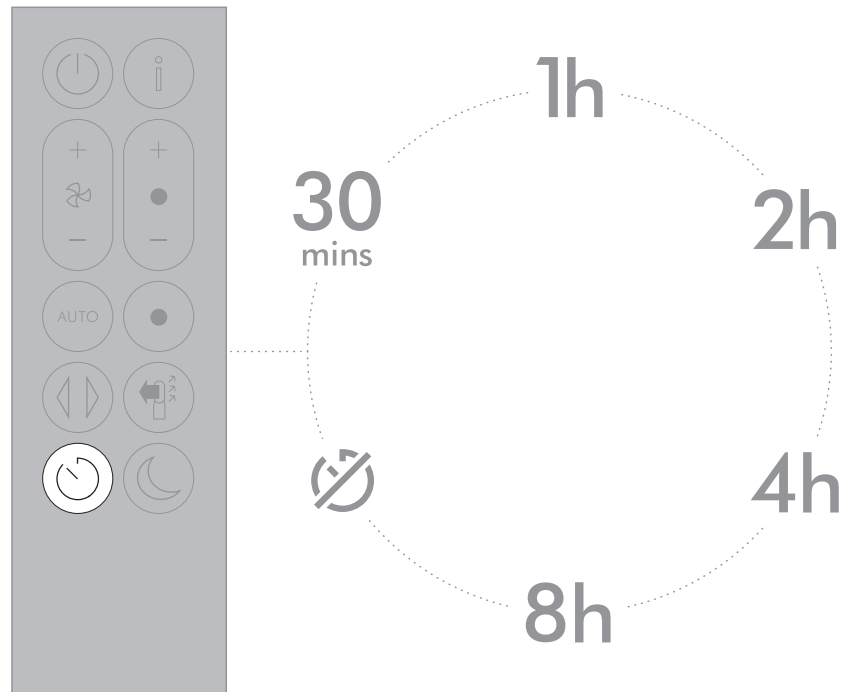


## Sleep timer

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

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

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



## Night mode

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



## Care and maintenance

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

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

Order new filters on the Dyson Link app or [www.dyson.co.uk](http://www.dyson.co.uk) (UK), [www.dyson.ie](http://www.dyson.ie) (ROI). Your new filters will come with instructions, go online for further support and videos.

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

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

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

Online:

(UK) [www.dyson.co.uk/support](http://www.dyson.co.uk/support)

(ROI) [www.dyson.ie/support](http://www.dyson.ie/support)

# Additional information

## Control without the remote

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

## Dyson Link app connectivity

- You must have a live internet connection in order for the Dyson Link app to work.
- The appliance can connect to either 2.4GHz or 5GHz networks which includes most modern routers. Check your router documentation for compatibility.
- The Dyson Link app requires an iOS device with at least iOS version 10\* or an Android device with at least Android version 5.
- Your mobile device must have Bluetooth® wireless technology 4.0 support (Bluetooth® wireless technology Low Energy) in order to set up a connection with the appliance. Check your device specification for compatibility.
  - BLE/Wi-Fi 2.4GHz – 2.5GHz, 0.1W max
  - Wi-Fi 5.170GHz – 5.835GHz, 0.1W max
  - Supported Wi-Fi protocols:
    - IEEE802.11a
    - IEEE802.11b (Not recommended)
    - IEEE802.11g
    - IEEE802.11n
  - Networked standby: 0.9W

## Replaceable Parts

### Battery replacement



#### CAUTION

Unscrew the battery compartment on the remote control. Loosen the base and pull to remove the battery.

- Do not install backwards or short circuit the batteries.
- Do not attempt to dismantle or charge the batteries. Keep away from fire.
- Follow battery manufacturers' instructions when installing new batteries (battery type CR 2032).

- Always replace the screw in the remote control and refer to the battery hazard in the warning section.

## NON-WASHABLE FILTER UNITS

- Your filter units are non-washable and non-recyclable.
- To replace your filter units follow the steps as shown.
- Failure to replace the filter units when prompted may result in changes to product performance and appearance.
- New filter units can be purchased at [www.dyson.co.uk/support](http://www.dyson.co.uk/support) or [www.dyson.ie/support](http://www.dyson.ie/support).


## Auto mode

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

## Automatic cut-out

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

## Disposal information

- Dyson products are made from high grade recyclable materials. Recycle where possible.
- Dispose of or recycle the battery in accordance with local ordinances or regulations.
- This marking indicates that this product should not be disposed with other household wastes throughout the EU. To prevent possible harm to the environment or human health from uncontrolled waste disposal, recycle it responsibly to promote the sustainable reuse of material resources. To return your used device, please use the return and collection systems or contact the retailer where the product was purchased. They can take this product for environmentally safe recycling. 
- Keep the used batteries away from children as these can still harm children if swallowed.
- Your filter units are non-washable and non-recyclable.
- Dispose of the exhausted filter units in accordance with local ordinances or regulations.
- The battery should be removed from the product before disposal.

## Dyson customer care

### Thank you for choosing to buy a Dyson appliance

After registering your 2 year guarantee, your Dyson appliance will be covered for parts and labour for 2 years from the date of purchase, subject to the terms of the guarantee. If you have any queries regarding your Dyson appliance, visit [www.dyson.co.uk/support](http://www.dyson.co.uk/support) or [www.dyson.ie/support](http://www.dyson.ie/support) for online help, general tips and useful information about Dyson. Alternatively, you can call the Dyson Helpline with your serial number and details of where/when you bought the appliance.

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

If your Dyson appliance needs a service, call the Dyson Helpline so we can discuss the available options. If your Dyson appliance is under guarantee, and the repair is covered, it will be repaired at no cost.

### Please register as a Dyson appliance owner

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

- Online at [www.dyson.co.uk/register](http://www.dyson.co.uk/register) or [www.dyson.ie/register](http://www.dyson.ie/register).
- Telephone the Dyson Helpline on 0800 298 0298 (UK) or 01 475 7109 (ROI).
- Complete the enclosed form and post it to us.
- Smartphone. Download the Dyson Link app and you will be taken through registration as part of the set up.

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

## LIMITED 2 YEAR GUARANTEE

### TERMS AND CONDITIONS OF THE DYSON 2 YEAR LIMITED GUARANTEE

#### What is covered

- The repair or replacement of your Dyson appliance (at Dyson's discretion) if it is found to be defective due to faulty materials, workmanship or function within 2 years of purchase or delivery (if any part is no longer available or out of manufacture Dyson will replace it with a functional replacement part).
- Where this appliance is sold outside of the EU, this guarantee will only be valid if the appliance is used in the country in which it was sold.
- Where this appliance is sold within the EU, this guarantee 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

- Replacement filter units. The appliance's filter units are not covered by the guarantee. 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 normal domestic household 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.
    - Blockages – Please refer to the 'Care and maintenance' section and illustrations in this Dyson Operating Manual for details of how to look for and clear blockages.
    - Normal wear and tear (e.g. fuse etc.).
    - Reduction in battery discharge time due to battery age or use (where applicable).
- If you are in any doubt as to what is covered by your guarantee, please contact the Dyson Helpline.

#### Summary of cover

- The guarantee becomes effective from 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.

#### Privacy and Personal Data Protection

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

When registering your Dyson appliance:

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

#### **When registering via the Dyson Link app**

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

- When you register, you will have the opportunity to choose whether you would like to receive communications from us. If you opt-in to communications from Dyson, we will send you details of special offers and news of our latest innovations.

#### **CONFORMITY INFORMATION**

Hereby, Dyson declares that this environmental control radio equipment is in compliance with Directive 2014/53/EU.

The full text of the EU Declaration of Conformity is available at the following internet address:

[www.dyson.co.uk/inside-dyson/terms/compliance](http://www.dyson.co.uk/inside-dyson/terms/compliance) or

[www.dyson.ie/inside-dyson/terms/compliance](http://www.dyson.ie/inside-dyson/terms/compliance).

Model Identifier: HP04					
Item	Symbol	Value	Unit	Item	Unit
<b>Heat output</b>				<b>Type of heat input, for electric storage local space heaters only</b>	
Nominal heat output	$P_{nom}$	2.25	kW	manual heat charge control, with integrated thermostat	No
Minimum heat output (indicative)	$P_{min}$	2.025	kW	manual heat charge control with room and/or outdoor temperature feedback	No
Maximum continuous heat output	$P_{max,c}$	2.362	kW	electronic heat charge control with room and/or outdoor temperature feedback	No
<b>Auxiliary electricity consumption</b>				fan assisted heat output	Yes
At nominal heat output	$el_{max}$	2.362	kW	<b>Type of heat output/room temperature control</b>	
At minimum heat output	$el_{min}$	2.050	kW	single stage heat output and no room temperature control	No
In standby mode	$el_{sb}$	<0.5	W	Two or more manual stages, no room temperature control	No
				with mechanic thermostat room temperature control	No
				with electronic room temperature control	Yes
				electronic room temperature control plus day timer	Yes
				electronic room temperature control plus week timer	Yes
				<b>Other control options (multiple selections possible)</b>	
				room temperature control, with presence detection	No
				room temperature control, with open window detection	No
				with distance control option	Yes
				with adaptive start control	No
				with working time limitation	Yes
				with black bulb sensor	No
Contact details		Dyson Technology Limited Tetbury Hill, Malmesbury, SN16 0RP, United Kingdom Tel +44 1666 827200			









# Dyson Customer Care

If you have a question about your Dyson appliance, call the Dyson Helpline with your serial number and details of where and when you bought the appliance, or contact us via the Dyson website.

## Dyson contact details

### UK:

**Website:** [www.dyson.co.uk/support](http://www.dyson.co.uk/support)

### Dyson Helpline:

0800 298 0298

### Email:

[askdyson@dyson.co.uk](mailto:askdyson@dyson.co.uk)

### Address:

Dyson Technology Limited, Tetbury Hill, Malmesbury,  
Wiltshire, SN16 0RP

### ROI:

**Website:** [www.dyson.ie/support](http://www.dyson.ie/support)

### Dyson Helpline:

01 475 7109

### Email:

[askdyson@dyson.ie](mailto:askdyson@dyson.ie)

### Address:

Dyson Ireland Limited, Office 2, Central Park,  
Leopardstown, Dublin 18, Ireland



Country of purchase ☐ UK ☐ ROI

First name

Postcode



e-mail

Telephone

Mobile

As a Dyson purifying fan owner, you can hear about Dyson inventions, services and products before anyone else. If it's okay to contact you, please let us know how we may do this.

By mail

Yes

☐

No

☐

By phone

Yes

☐

No

☐

By email

Yes

☐

No

☐

By text message

Yes

☐

No

☐

We sometimes ask other companies (such as market researchers) to contact owners on our behalf. We do this to get feedback on ideas or ask you to try new products and services. Would this be okay?

Yes

☐

No

☐

## REGISTER WITH YOUR SMARTPHONE

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



## REGISTER ONLINE

Visit our website to register your full parts and labour guarantee online.

[www.dyson.co.uk/register](http://www.dyson.co.uk/register)  
[www.dyson.ie/register](http://www.dyson.ie/register)



## REGISTER BY PHONE

Call our dedicated helpline.  
Open Monday to Friday  
8am-8pm & Saturday and  
Sunday 8am-6pm.

**UK: 0800 298 0298**  
**ROI: 01 475 7109**



## REGISTER BY MAIL

Complete and return the form to Dyson in the envelope supplied.

