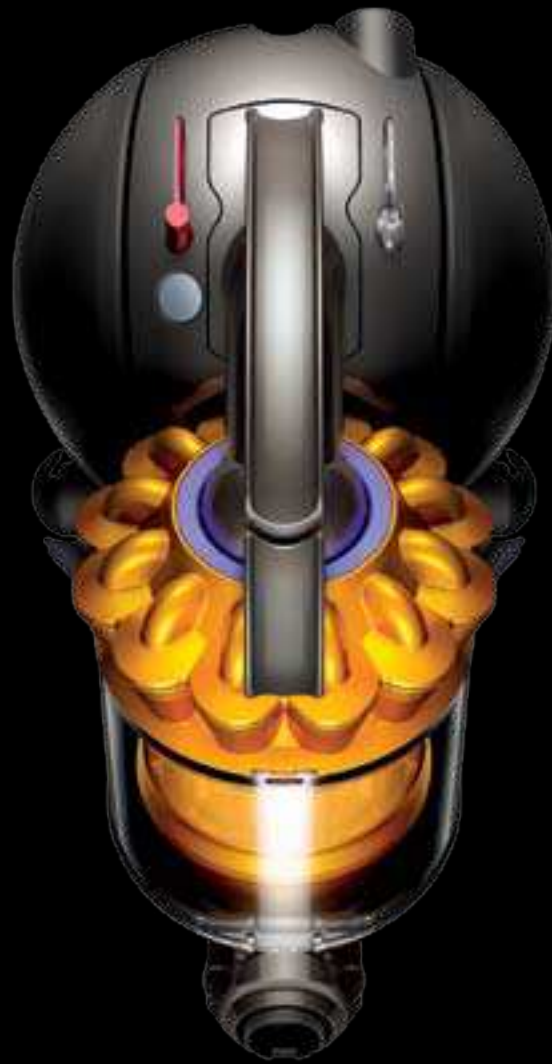


**DC**  
**36**

Follows obediently

**dyson**

helpline manual



**ask dyson**  
advice and support

Contents	Page
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Features and benefits

**Follows obediently.**  
**Removes more fine dust than any other vacuum cleaner.**

**Radial Root Cyclone technology™**  
 With airflows remodelled to maximise suction power

**Ball™ Technology**  
 Pivots on the spot for greater manoeuvrability. The ball also houses the motor, cable and filter for a low centre of gravity and stability.

**dyson radial root cyclone technology**



Reconfigured air channels and improved flow efficiency reduce turbulence and preserve air pressure, so the inner cyclones can extract more microscopic particles. These refinements help remove more dirt, dust, allergens and pet hair from the airflow.



**Ball engineering**  
 "The ball suppresses noise and turns on the spot so the machine is quieter and easier to control."



**Hygienic bin emptying**  
 Just push the button to release the dirt.



**Ball™ Technology**  
 Pivots on the spot for greater manoeuvrability.

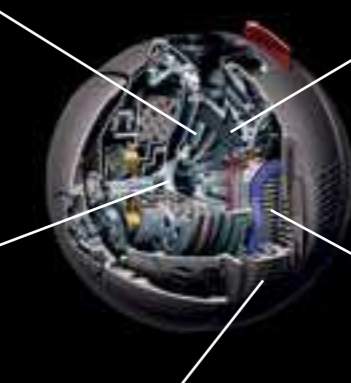
**Motor housing air vents**  
 Angled to deflect and soften escaping noise.

**Vibration isolation mounts**  
 Suspending the motor and motor housing transmits less motor noise and vibration.

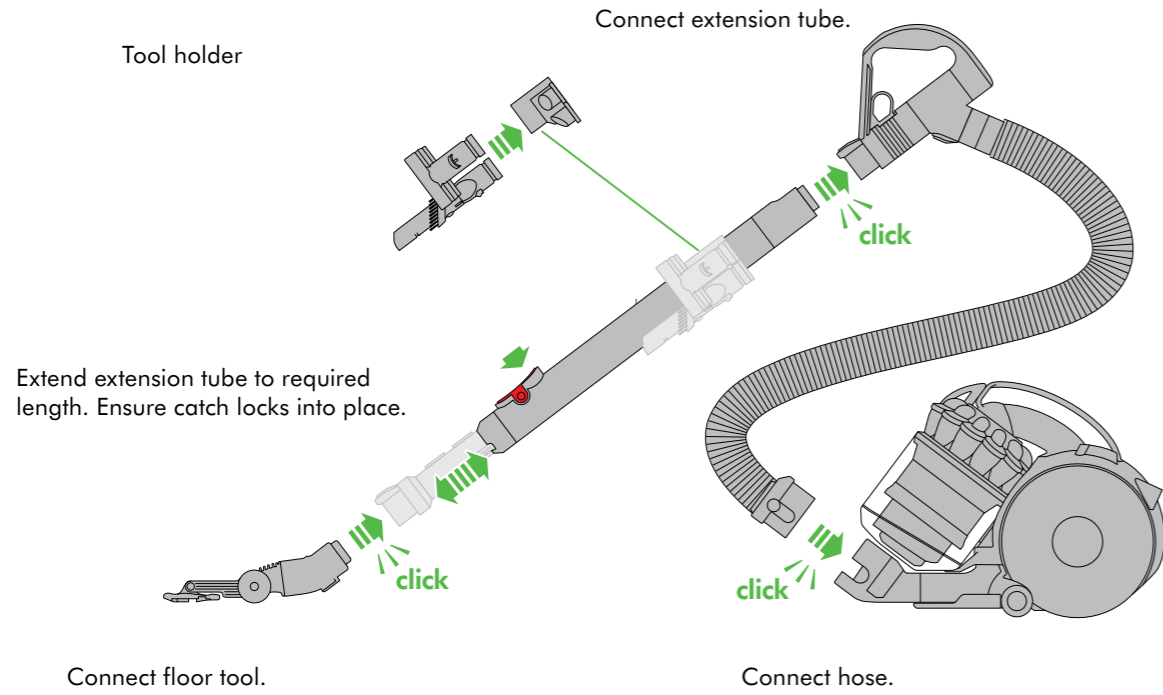
**Motor housing**  
 This surrounds the motor, absorbing sound.

**Lifetime post filter**  
 Surrounds the motor, acting as an extra barrier to absorb sound.

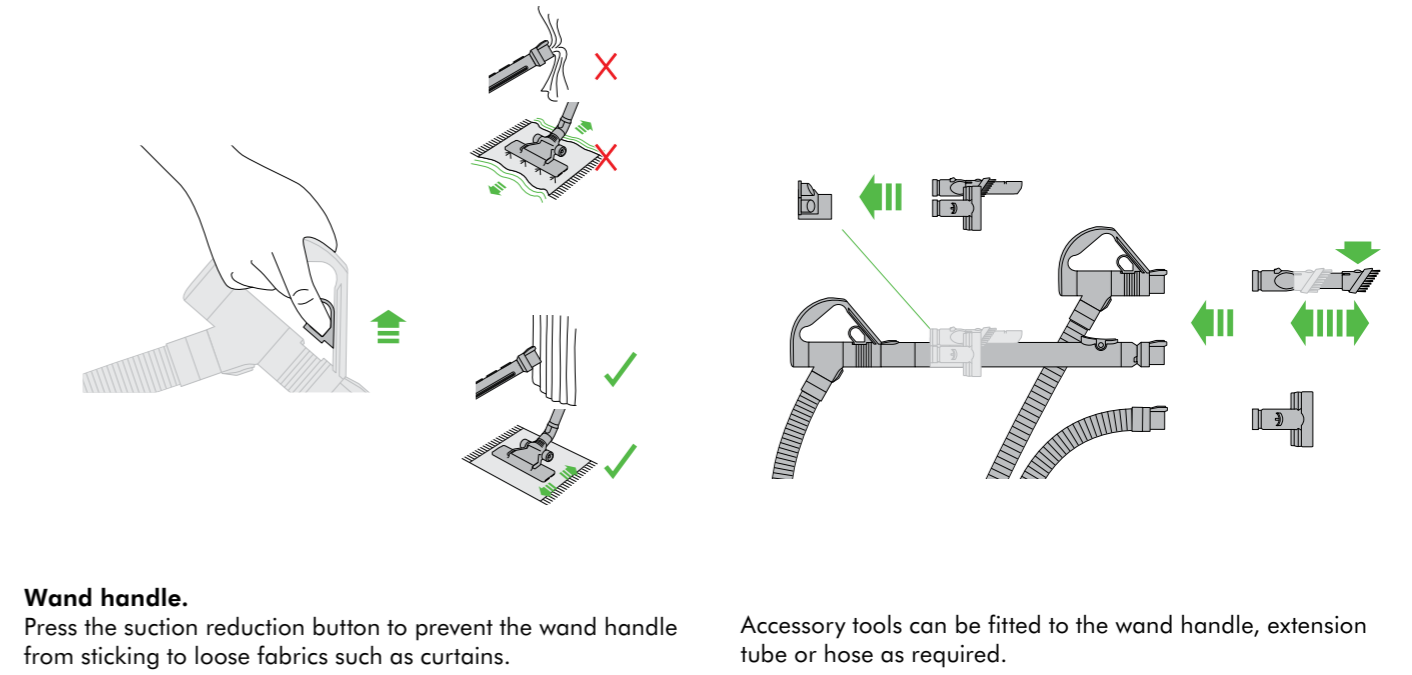
**Large open cell material**  
 Slows down and quietens the expelled air.



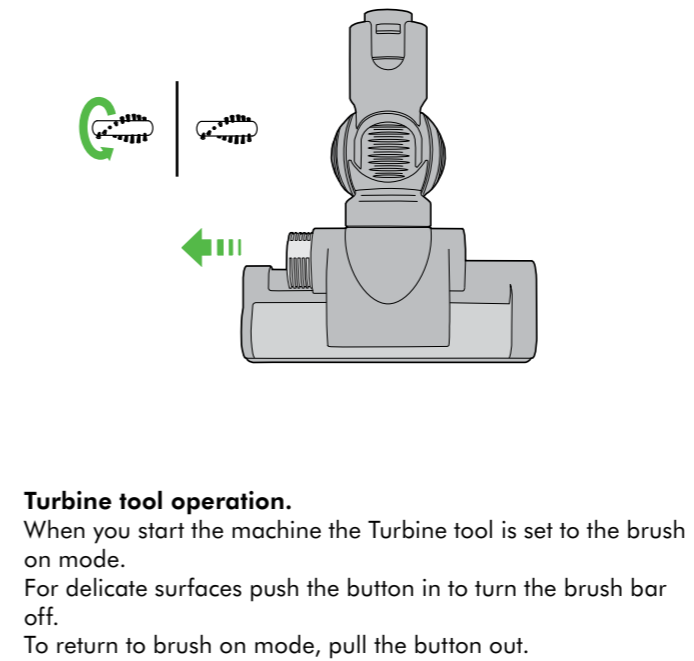
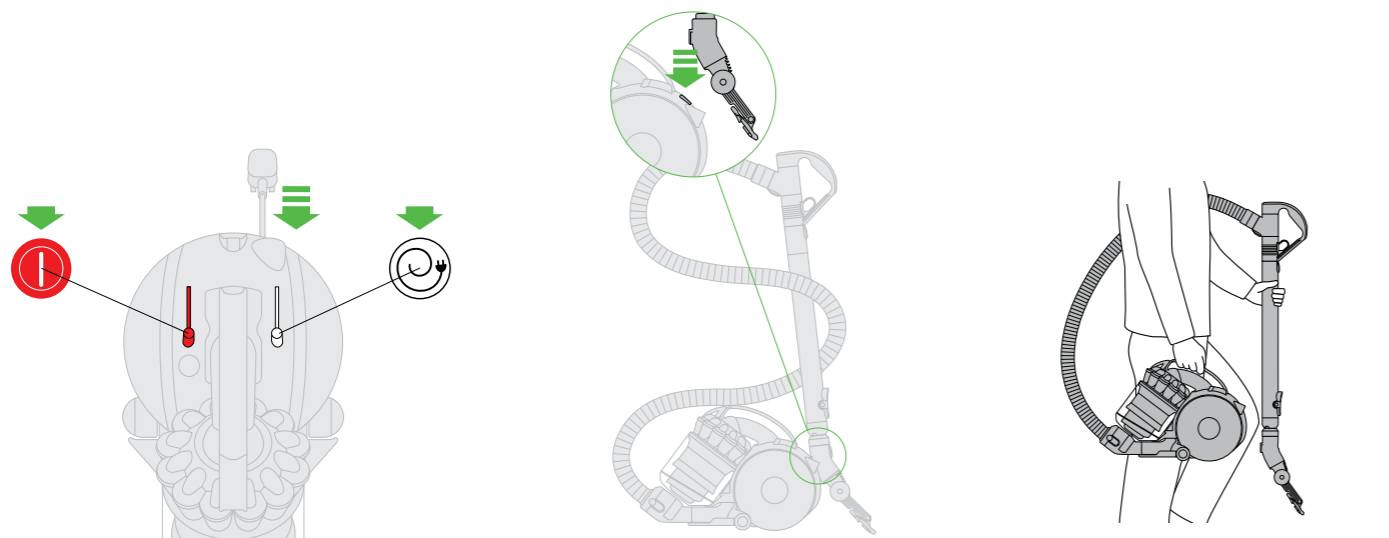
Assembling



Operating

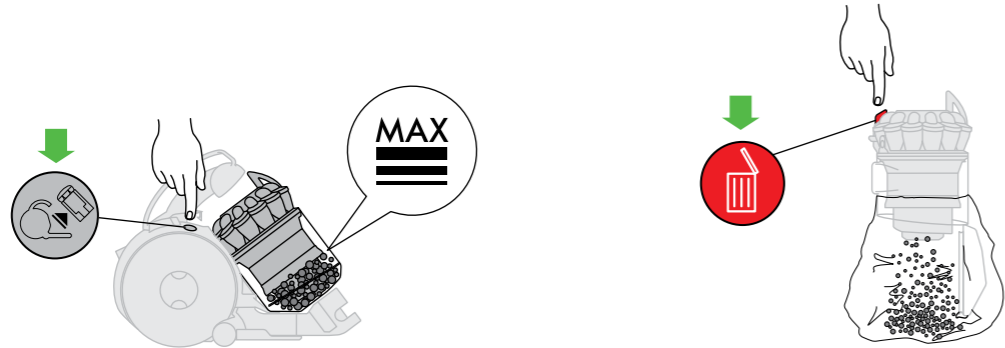


Operating



### Bin emptying

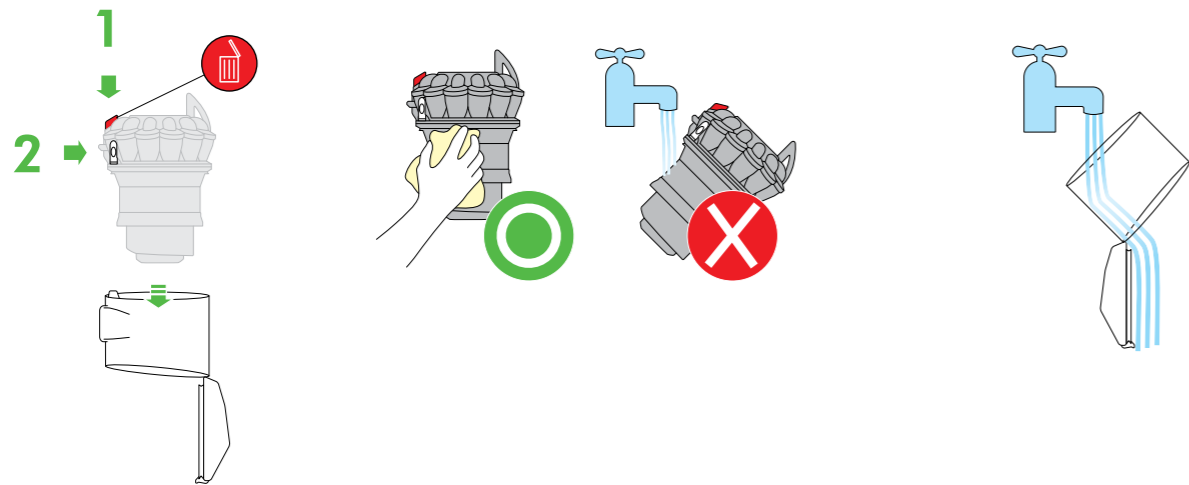
Empty bin as soon as the MAX mark is reached.



Press silver button to release cyclone and bin from the machine.

Press red button to open bin base. Emptying carefully into a bag is recommended for allergy sufferers.

### Cleaning the shroud and washing the bin



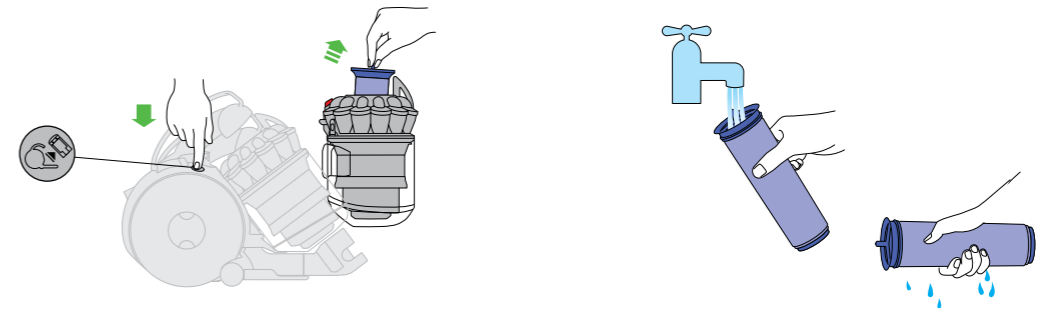
To access the shroud, ensure the bin is empty and bin base is open. Press release button to remove bin.

Clean shroud with a dry cloth or brush to remove fluff and debris. **Do not use water.**

You may rinse the clear bin with cold water (optional). Ensure bin is completely dry before refitting. **Do not use detergents, polishes or freshening products. Do not immerse whole machine in water.**

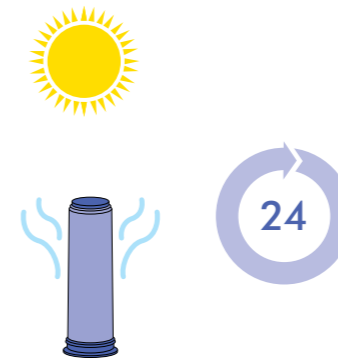
### Washing the pre-motor filter

The pre-filter should be washed every month under normal use. May require more frequent washing if picking up fine dust.

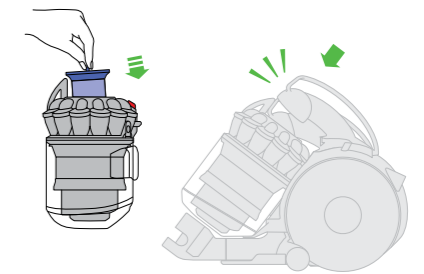


Press silver button to release cyclone and bin from the machine. Lift out the pre-filter.

Run cold water through open end of filter for approximately 10 seconds. Turn upside down and tap 10 times. Squeeze and twist filter. Repeat until clean.



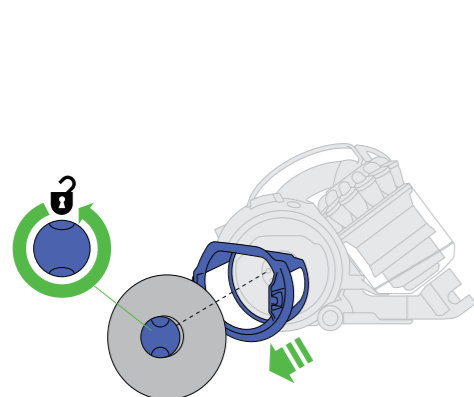
Allow 24 hours to dry (place filter on its side or upside down for quickest dry time). Ensure filter is completely dry before refitting into machine.



Push pre-filter into cyclone top. When refitting cyclone top and bin assembly to the machine, locate the slot on the bottom of the bin assembly onto the large tab on the lower duct. Close the handle down until it clicks into place.

## Washing the post motor filter

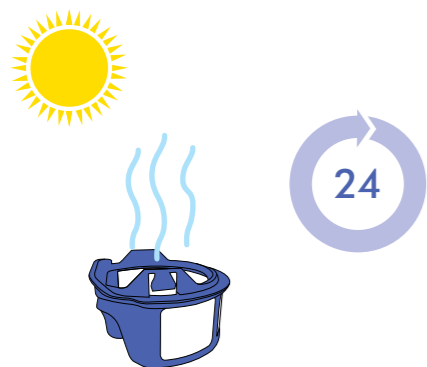
The post filter should be washed every month under normal use. May require more frequent washing if picking up fine dust.



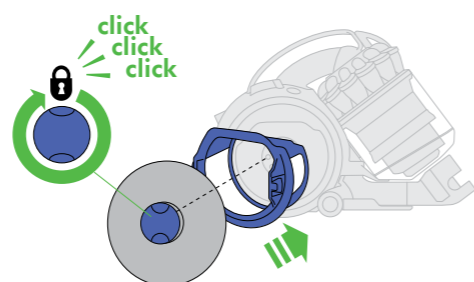
Unscrew the blue post filter cover locking mechanism by turning anti-clockwise (approximately 10 times) until it can be lifted off machine. Lift out the post filter.



Run cold water through filter for approximately 10 seconds. Turn upside down and tap 10 times. Repeat until clean.



Allow 24 hours to dry. Ensure filter is completely dry before refitting into machine.



Push the post filter back into the machine until it clicks in place. Replace post filter cover and turn the blue post filter cover locking mechanism clockwise (approximately 10 times) until ratchet noise is heard.

## Parts guide: customer fit parts



1. Combination tool
2. Stair tool
3. Tool holder



**Cyclone assembly**  
Contains the shroud, which filters out fluff and hair, and the inner cyclones that filters out microscopic dust particles.



**Bin assembly**  
Made from tough polycarbonate and is easy to empty (see page 6).



**Pre-motor filter**  
Lifetime pre-motor filter. The pre-filter separates particles as small as cigarette smoke (0.1 microns). Recommended wash cycle is every month or as required (see page 7).



**Extension tube**  
Can be adjusted for height.



**Hose assembly**  
Can be sent out and fitted by customer.



**Wand assembly**  
With bleed trigger.



**Inlet duct**  
Can be sent out and fitted by customer.



**Dual cavity flat out head**  
Two separate airflow channels- front and rear- direct suction power evenly across the floor tool, cleaning right up to the edge.

Parts guide: customer fit parts



**Stabiliser wheel and e-clip**  
Can be sent out separately and fitted by customer. (See p.23 for fitting instructions.)



**Glamour cap**  
Can be sent out and fitted by customer. (See p.23 for fitting instructions.)



**Turbine head (Turbine head variant)**  
Uses air driven brush bar. Powerful bristles remove dirt and pet hair from carpet.



**Hard floor tool**  
Improved pick-up on hard floors.



**Flexi crevice tool**  
Extends and flexes to clean awkward gaps.



**Up top tool**  
Revolving, multi-angular head designed to ease cleaning in awkward spaces.



**Mini Flat-out Head**  
Compact and low for cleaning under furniture and awkward spaces.



**Soft dusting brush**  
Soft bristles to gently dust around the home.



**Stubborn dirt brush**  
With stiff bristles for dried-in and stubborn dirt.



**Ball hatch assembly filter side**  
Can be sent out and fitted by customer.



**End cap**  
Can be sent out and fitted by customer.



**Brush bar (Turbine tool variants)**  
Can be taken out to remove hair and fibre.



**Mattress tool**  
Removes dirt and dust mites from mattresses and upholstery.



**Mini turbine head**  
Ideal for removing pet hair and fibres from confined spaces.



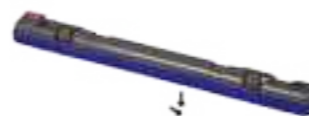
**Groom tool**  
Removes loose hair directly from the dog.



**Ball hatch assembly service side**  
Use hand to grip ball when fitting, tighten fully as there is no ratchet locking mechanism.



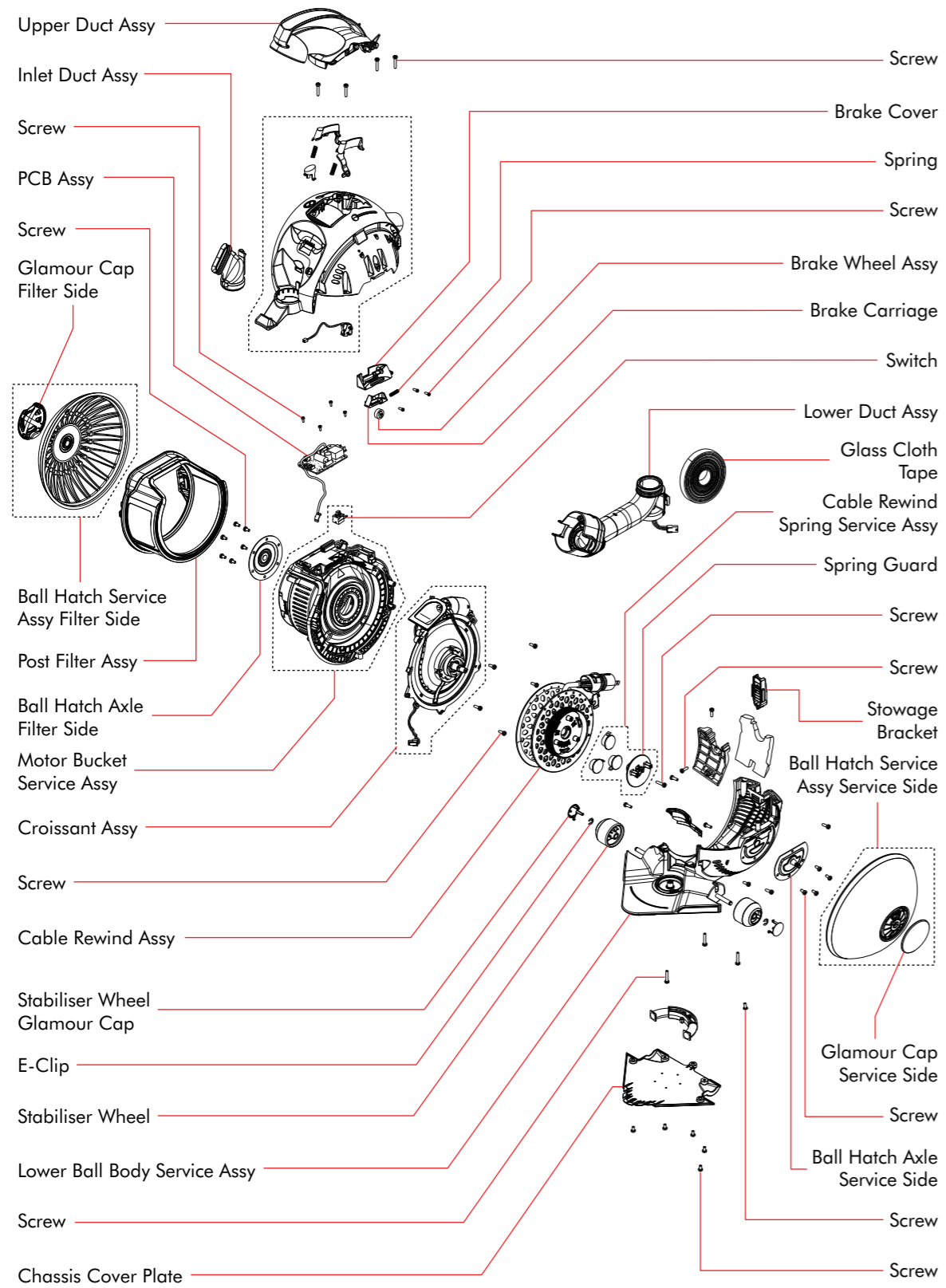
**Lifetime Post filter**  
Traps bacteria and mould. Recommended wash cycle is once a month.



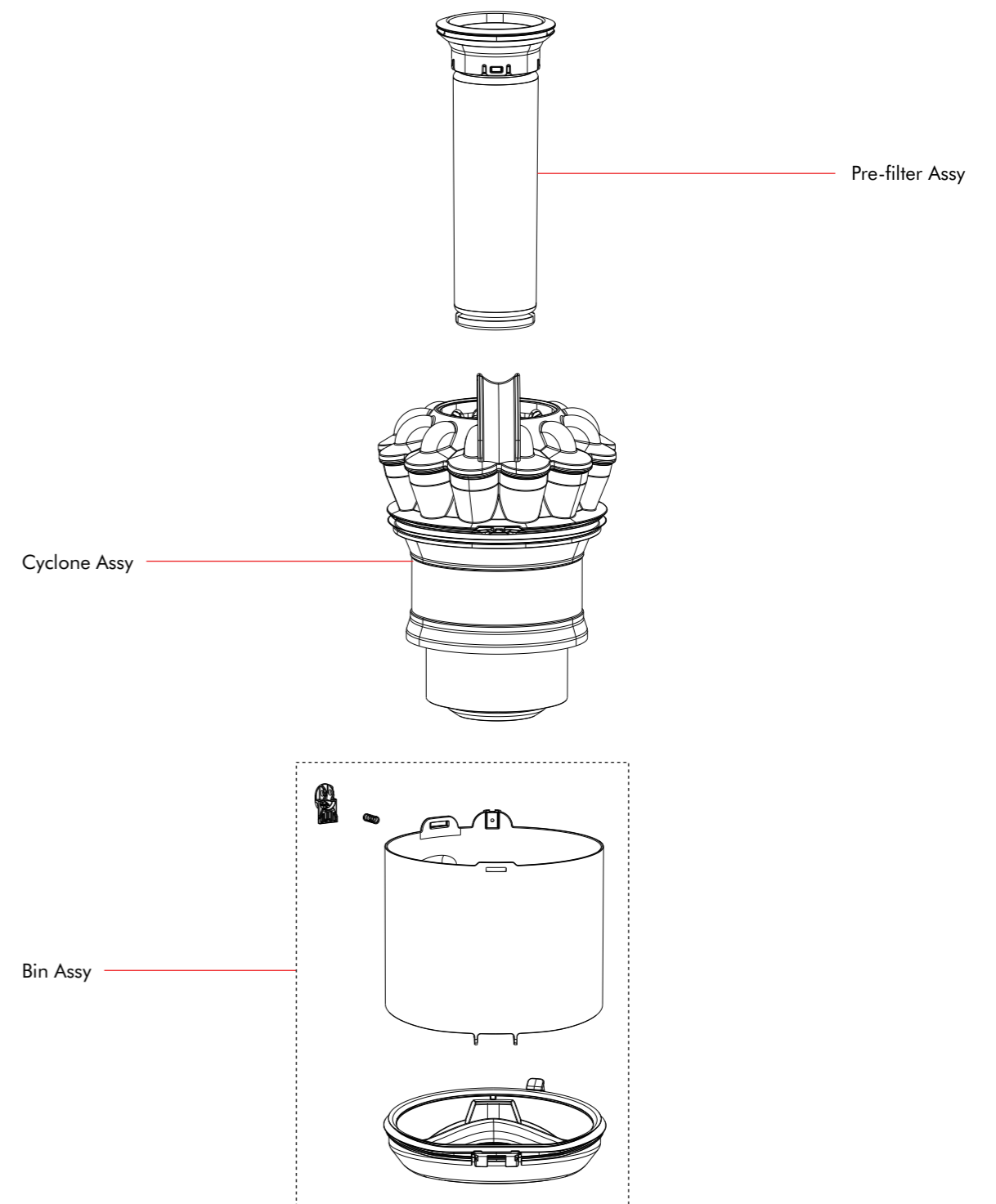
**Front soleplate assembly**  
Can be sent out separately and fitted by customer. Supplied with x2 screws. (For turbine tool models only. See p.24 for fitting instructions.)

DC36 Parts guide: additional accessory tools

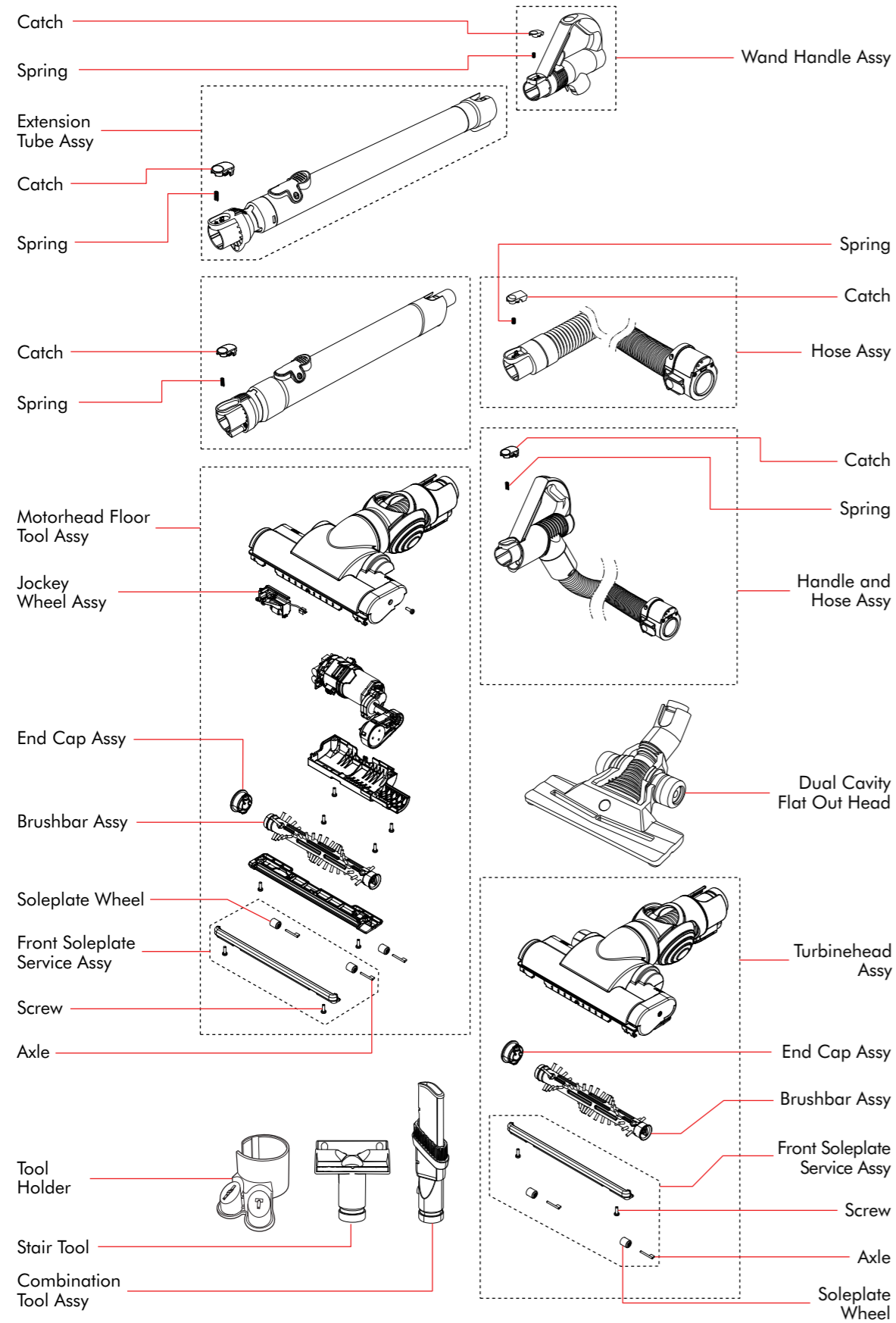
Parts recognition: Main body



Parts recognition: Cyclone assembly

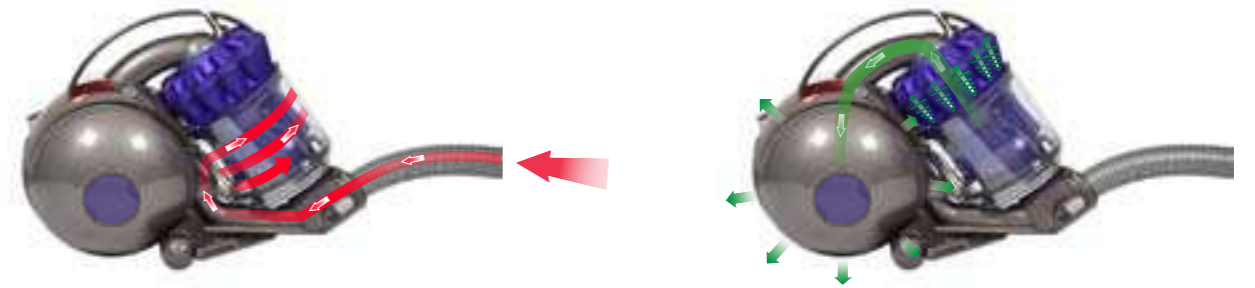


Parts recognition: Wand and hose



DC36 Airflow

This section illustrates the direction of airflow through DC36.



The dirty air flows through the wand and hose and then continues up the inlet and into the clear bin. The filtration process starts in the clear bin. Larger debris is separated from the airflow. The air is then directed through the shroud and up into the smaller cyclones in the cyclone top. The air then travels through the pre-motor filter and up through the exhaust duct. It then travels into the motor housing and out through the post-motor filter, where it is exhausted into the atmosphere, thoroughly clean.

DC36 Filtration

DC36 has a 5-stage filtration process:

- Outer cyclone:** as the air enters the clear bin, large dirt and debris is separated from the airflow.
- Shroud:** the air is then directed up through the shroud, which acts as a fluff and hair separator.
- Inner cyclones:** smaller/microscopic dust particles are then separated from the airflow in the inner cyclones. The air flows out of the cyclone assembly and into the duct, before reaching the pre-motor filter.
- Pre-motor filter:** traps the last remaining particles of microscopic dust, allowing only clean air to pass through.
- Post-motor filter:** finally, as the clean air passes through the motor, it collects carbon dust particles from the motor brushes. The post-motor filter traps these particles before the air is then exhausted back into the atmosphere, thoroughly clean.



Lifetime pre-motor filter. The pre-filter separates particles as small as cigarette smoke (0.1 microns). Recommended wash cycle is every month or as required.



Lifetime post-motor filter. Recommended wash cycle is every month or as required.



This section is a Helpline Operators guide to DC36 fault diagnostics and a checklist of procedures that should be carried out before booking a repair.

In some cases, DC36 can be easily repaired over the telephone. If a customer reports any of the following faults listed below, go to the relevant page number.



Always make sure you ask the customer to unplug the machine before carrying out any maintenance or checks (unless otherwise specified).

Contents	Page
Loss of pick-up from the floor tool	17
Correct fitting of cyclone top and bin assembly	19
Turbine head brush bar not operating	20
Machine cutting out: thermal cut-out	21
Power failure	22
Replacing stabiliser wheels	23
Unusual noises and smells	23
Floor tool issues	24




**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 has been carried out.

Loss of pick-up from the floor tool

Carry out these checks if the customer reports low suction or loss of pick-up from the floor tool. For turbine tool variants carry out the 'Turbine head brush bar not operating' checks on page 20 if the brush bar is not spinning before continuing with checks from this section. Switch off and unplug the machine before carrying out these checks:


1 

Press the release catch and remove the floor tool.


2 

Debris channel      Bleed valve


Check the floor tool for blockages or obstructions, paying particular attention to the debris channel and the underside of the bleed valve.

3 


Check the top of the bleed valve on the floor tool for blockages or obstructions.

4 


Switch machine ON and test suction from the end of the extension tube. If suction is weak continue with checks, if strong, retry machine with floor tool. Switch machine OFF.

5 


Press the release catch and remove the extension tube.

6 


Switch machine ON and test suction from the end of the wand. If suction is weak continue with checks, if strong check the extension tube for blockages.

7 

Press the release catch and remove the hose.

8 

Switch machine ON and test suction from the end of the hose. If suction is weak continue with checks, if strong check the wand handle for blockages and check the suction release trigger.

9 

Switch machine OFF. Press both catches on hose cuff and remove hose.

10



Switch machine ON. Test suction from the inlet. If suction is weak continue with checks, if strong check for blockages or damage to the hose.

11



Switch machine OFF. Press silver release button and remove the cyclone and bin assembly.

12




Check upper duct grille for blockages.

19



Unscrew the ball hatch assembly locking mechanism (this may take approximately 10 complete turns).

20



Remove the post filter. Ask the customer to wash if necessary (when the call has ended). Ensure post filter is completely dry before refitting.

21



Reassemble the machine (tightening the ball hatch assembly locking mechanism until it ratchets, this may take approximately 10 complete turns) and switch ON. If the machine operates as normal end the call. If not arrange a repair.

13



Press release tab and remove the inlet duct.

14



Check lower duct for blockages. Check both seals on the lower duct are fitted correctly.

15



Remove the pre-filter. Ask the customer to wash if necessary (when the call has ended). Ensure pre-filter is completely dry before refitting.

### Correct fitting of cyclone top and bin assembly

It is possible to fit the cyclone top and bin assembly to the machine incorrectly. This will result in loss of suction and the cyclone top and bin assembly may fall off the machine. Switch off and unplug the machine before carrying out these checks:

16



Press the red button to open the bin base, press the silver button and separate the bin assembly from the cyclone top.

17



Check bin and cyclone top for blockages or obstructions, check FDC for blockages. Check seals are fitted correctly.

18



Clean the shroud if necessary with the Combi tool. Check shroud for damage.

1



Gap

If the cyclone top and bin assembly are incorrectly fitted there will be a large gap visible between the bin assembly and the lower duct.

2



To fit correctly, first press the silver bin release button firmly to raise the carry handle, then locate the slot on the bottom of the bin assembly onto the large tab on the lower duct.










3



Close the handle down until it clicks into place.

### Turbine head brush bar not operating










The brush bar will stop rotating if it becomes obstructed. The brush bar will operate immediately, once the obstruction is cleared.

<p>1</p>  <p>Press the release catch and remove the turbine head.</p>	<p>2</p>  <p>Ask the customer to check the suction on the end of the extension tube. If weak go to <a href="#">section 5 on p.17</a>, if strong continue with these checks.</p>	<p>3</p>  <p>Check inlet plunger for dust/debris. Check inlet seal for damage.</p>
<p>4</p>  <p>Undo end cap with a coin.</p>	<p>5</p>  <p>Pull the brush bar out from the turbine head.</p>	<p>6</p>  <p>Using scissors, if necessary, carefully cut away any hair or threads from the brush bar.</p>
<p>7</p>  <p>Check the turbine duct for blockages.</p>	<p>8</p>  <p>Reassemble brush bar and end cap.</p>	<p>9</p>  <p>Ask the customer to plug machine in and test that brush bar is spinning and the plunger is working. If not working send new turbine head.</p>

### Machine cutting out: thermal cut-out

If the customer is advising that the main vacuum motor power has cut-out\*, complete the checks below.

\*Cutting out is when the machine loses power whilst in use. If the machine becomes blocked, it may overheat and will stop due to a thermal cut-out (fitted to the motor). The customer should follow the simple blockage checks below and allow a minimum of 30 minutes before re-using their machine.

<p>1</p>  <p>Unplug machine. Separate extension tube from floor tool by pressing the release button.</p>	<p>2</p>  <p>Debris channel</p> <p>Check floor tool and debris channel for blockages.</p>	<p>3</p>  <p>Separate the wand and extension tube. Check both for blockages.</p>
<p>4</p>  <p>Press both catches on hose cuff and remove hose. Check for blockages.</p>	<p>5</p>  <p>Press silver release button and remove the cyclone and bin assembly. Check the upper duct grille for blockages.</p>	<p>6</p>  <p>Remove the pre-filter. Ask the customer to wash if necessary (when the call has ended). Ensure pre-filter is completely dry before refitting.</p>
<p>7</p>  <p>Press silver release button and separate the cyclone and bin assembly. Check bin and cyclone for blockages or obstructions and make sure the shroud is clear of debris.</p>	<p>8</p>  <p>Unscrew the ball hatch assembly locking mechanism (this may take approximately 10 complete turns).</p>	<p>9</p>  <p>Remove the post filter. Ask the customer to wash if necessary (when the call has ended). Ensure post filter is completely dry before refitting. Reassemble the machine, if machine is still not working arrange a repair.</p>

## Power failure

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? If so, follow the checks on [page 21](#). Otherwise, carry out these checks if the customer has reported power failure.

Note: If the customer advises you the machine was working intermittently - cutting in and out in quick bursts, as the machine is moving back and forth - arrange a repair, as this may indicate a cable 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 Examine the plug thoroughly for damage or burn marks. Check the front and back of the plug.



5 Check the length of the cable for wear and tear, such as splits or damage.

6 Has water or any other liquid been picked up which may have caused electrical problems?

With the exception of a problem related to the power supply in the customers home, if the fault is any of the above arrange a repair.

Note: The Dyson guarantee does not cover accidental damage to the cable and plug, or the pick-up of liquids.

### Circuit breaker trips

DC36 uses an ordinary motor – the same type as other vacuum cleaners. If the customer says that the circuit breaker trips when they use the machine, please ask them when the circuit breaker trips:

If the circuit breaker trips as soon as the machine is plugged in (and not switched on), there is a fault with the machine. Please arrange a repair.

If the circuit breaker does not trip when the machine is plugged in, but does trip after the machine is turned on, it may be a fault with the machine, or the customer may be over-loading their circuit. Please ask the customer to try the machine in another socket in another room. If this doesn't solve the problem, please arrange a repair.



#### 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 has been carried out.

## Replacing stabiliser wheels

The stabiliser wheels are held in place by an e-clip and are a customer fit part. If a customer reports a problem with the stabiliser wheels, advise them to check for fluff or dirt ingress and that the wheel has no flat spots. Switch off and unplug the machine before carrying out these checks:



Remove the glamour cap with a small, flat-headed screwdriver.



Push the screwdriver into one of the two gaps between the top of the axle and the e-clip and lift the e-clip off. Remove the stabiliser wheel and inspect for damage. Replace if necessary.



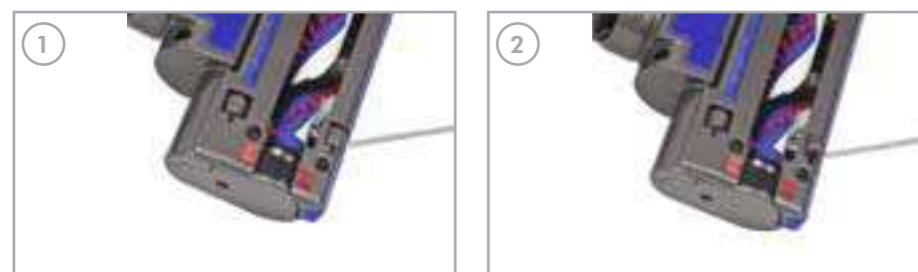
Push the stabiliser wheel back onto the axle and position the e-clip in the groove at the end of the axle. Using pliers squeeze the e-clip down onto the axle until it clips in place. Alternatively, push down on the top of the e-clip with a flat-headed screwdriver until it clips in place. Refit the glamour cap.

## Unusual noises and smells

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

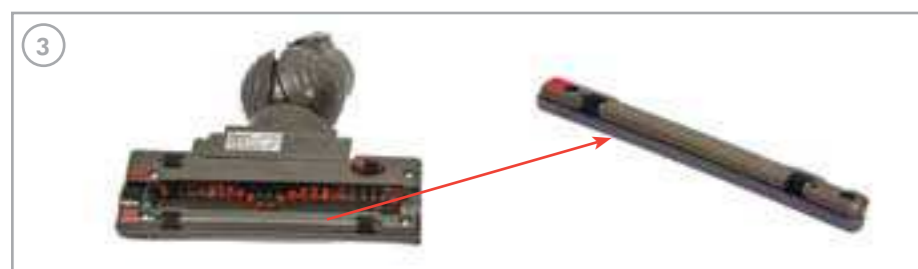
- If the noise is a loud, grinding sound, (possibly with strong odour), this may indicate a problem with the motor. A repair should be booked. Advise the customer not to use the machine until after a repair has been carried out. Also check the cleaner head for obstructions or damage.
- If the noise is a high pitched or whistling sound, complete the suction/blockage checks ([p.17-19](#)) before booking a repair.
- If the customer reports a rattling noise, check to make sure that there is nothing rattling around in the clear bin. If the noise remains, carry out the blockage checks on [p.17-19](#), before booking a repair.
- If the customer reports a strong, electrical type burning smell, book a repair and advise the customer not to use the machine. If the smell is related to something that may have been picked up, carry out the blockage checks on [p.17-19](#). Also, ask the customer to wash the clear bin and pre-filter.

**Fluff is stuck in the rollers**



If the customer has a small flat-bladed screwdriver at home, they can clean the rollers themselves.

Push the flat-bladed screwdriver under the roller and push upwards (fig.1). The roller should come out at one end (fig.2). The fluff can be removed from the rollers and they can be replaced again. Press them back in by hand.



If the customer cannot do this, we can send them a front bumper assembly to fix the front rollers only (fig.3) [see page 10](#) for details. The customer will need to use a Phillips screwdriver to fit this part. Please try not to send a complete floor tool because fluff is stuck in the rollers.

**V-Ball wheels mark the floor**

The V-ball wheels are made of rubber. Rubber will leave a mark on a shiny floor if the wheel doesn't rotate. Imagine the marks left by a car after a skid, it is the same sort of thing:

If a customer complains that the Motorhead floor tool or Turbine head leaves rubber marks on the floor, please check the rotation of the wheels. If the wheels do not rotate properly, we should replace the unit.

But if the wheels are rotating properly, there is no fault with the part. The floor tool is working correctly. Please ask the customer to try moving the floor tool backwards and forwards and don't drag it to the side.

If the customer is still having problems with the Motorhead floor tool or Turbine head making rubber marks on the floor, please send the customer a hard floor tool.

Summary of cover

Terms and conditions of the Dyson 5 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 delivery/purchase before any work can be carried out on your machine. Without this proof, any work carried out will be chargeable. Please keep your receipt or delivery note.
- All work will be carried out by Dyson or its authorised agents.
- Any parts which are replaced will become the property of Dyson.
- The repair or replacement of your machine 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 machine (at Dyson's discretion), if your machine is found to be defective due to faulty materials, workmanship or function within 5 years of purchase (if any part is no longer available or out of manufacture, Dyson will replace it with a functional replacement part).

What is not covered

- Normal wear and tear (e.g. Fuse, belt, brush bar, etc.).
- Accidental damage, faults caused by negligent use or care, misuse, neglect, careless operation or handling of the machine which is not in use with Dyson's user guide.
- Blockages - please refer to the user guide for details of how to unblock your machine.
- Use of the machine 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 Dyson Genuine Components.
- Faulty installation (except installation by Dyson).
- Repairs or alterations carried out by parties other than Dyson or its authorised agents.



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.

# DC

# 36

## Technical helpline:

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Produced by Dyson Technical Service.  
Issued: January 2012

The Dyson Research Centre, Wiltshire, UK

