

Safety Recall

Dyson Bladeless Heater/Fan Model AM04 and AM05

There is a potential for the heater/fan's circuit board to malfunction and overheat, posing a fire hazard. Immediately stop using the heater and contact Dyson to obtain a free repair.



Your retailer can't provide this fix,
so please contact Dyson directly.

Visit:

www.dysonrecall.com

Or call toll free:

1-866-297-5303

CST: 8am–8pm, Monday–Friday; 9am–6pm, Saturday and Sunday.

This recall applies to all Dyson heaters sold before April 1, 2014.

Dyson's Air Multiplier™ cooling fans (AM01, AM02, AM03, AM06, AM07, and AM08) are not affected.

Post until July 30, 2014

In cooperation with the U.S. Consumer Product Safety Commission

IMPORTANT RECALL NOTICE



dyson

DYSON, INC.

600 WEST CHICAGO AVENUE

SUITE 275

CHICAGO, IL

60654

TEL 1-866-297-5303 HELPLINE

www.dysonrecall.com

March 28, 2014

Dear Dyson owner,

Dyson, Inc., in cooperation with the Consumer Product Safety Commission (CPSC), is voluntarily recalling Dyson Hot and Dyson Hot+Cool (AM04 and AM05) heaters. Our records indicate that you may have purchased one or more of these products.

Of a million Dyson heaters sold worldwide, we are aware of 82 incidents of the recalled heaters short-circuiting and overheating, including four reports of heaters with burned or melted internal parts. No injuries or property damage have been reported. However, safety is our first priority, and so we are recalling all Dyson AM04 and AM05 heaters from owners and implementing a preventive engineering fix.

All Dyson Hot and Dyson Hot+Cool (AM04 & AM05) heaters are affected. Dyson's other machines, including Air Multiplier cooling fans (AM01, AM02, AM03, AM06, AM07 and AM08), are not affected.

Next steps:

Please stop using your heater and visit www.dysonrecall.com to register for a free engineering fix. To do this you will need the heater's serial number, which can be found on its underside (see the image below). Alternatively, you can call 866-297-5303 (CST: 8am-8pm Mon-Fri, 9am-6pm Sat and Sun).

After registering, please bring your heater to the UPS Store® location nearest you, where they will pack and ship your unit to us, free of charge to you. Dyson is administering this recall; please don't take your heater to a retailer.

Once received by Dyson, your heater will be fixed, serviced, cleaned and returned to you – all free of charge. A new two year parts and labor warranty will be applied, starting from the date the machine was returned to you.

Thank you for your anticipated participation, and for your patience. We value you as our customer.

Sincerely,

Ed Culley, US President

The model and serial number of your Dyson heater can be found on its underside:

