

dyson

User guide

Please read this handbook carefully before use.



Helpline 08706 002 701

Dyson Ltd Tetbury Hill Malmesbury
Wiltshire SN16 ORP

www.dyson.com

This user guide also contains tips on effective washing and important safety notes.

contrarotator™

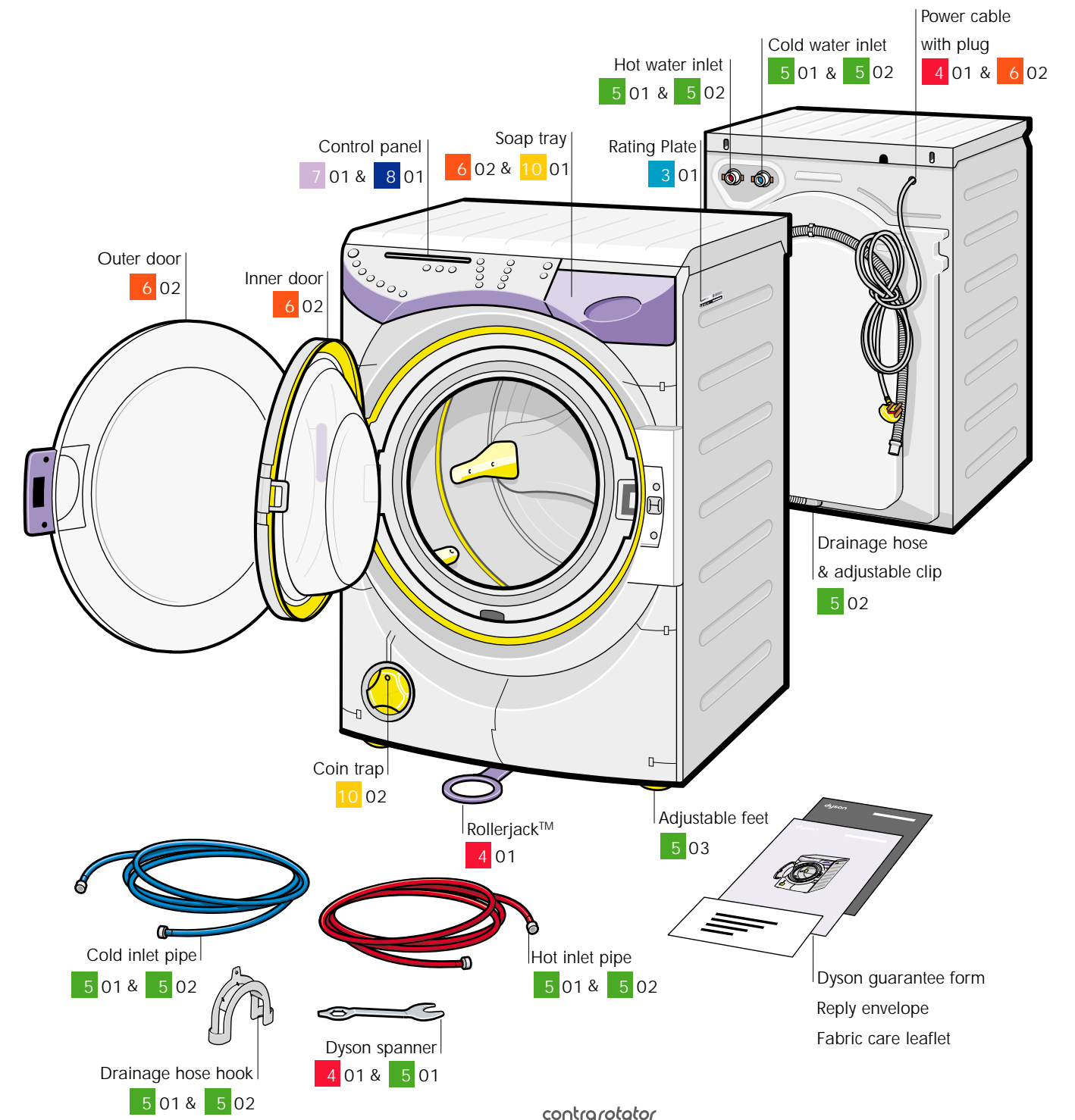
www.dyson.com

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Overview of your Dyson Contrarotator™



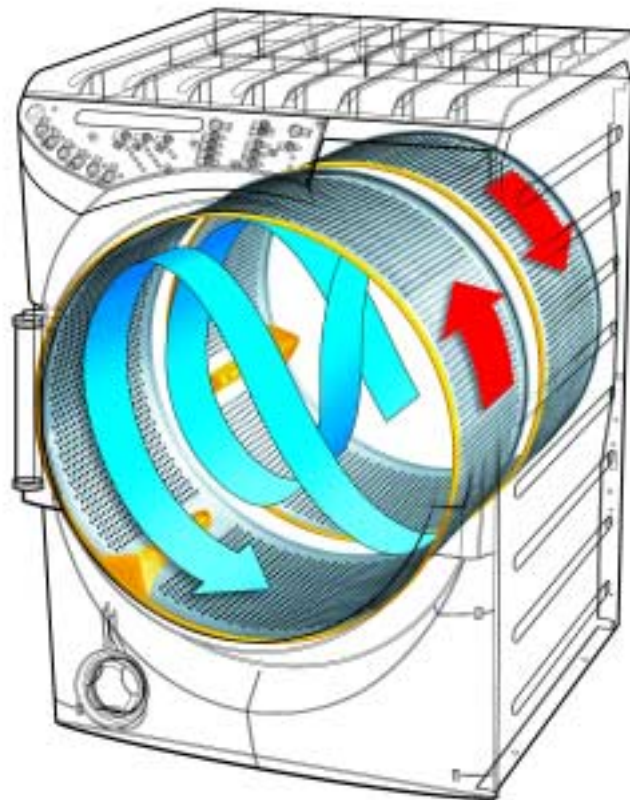
The only 2-drum wash action

Conventional washing machines may seem convenient, but their poor performance lets you down. So James Dyson asked his engineers to experiment with every imaginable way of washing to design a better washing machine.

Along the way, Dyson's engineers made a surprising discovery: washing by hand gave better wash results than single drum machines. Because the clothes are constantly on the move, they are manipulated and flexed – every centimetre of the fabric is exposed to the detergent. It opens the weave of the fabric and agitates the dirt more, to release it easily and quickly. It's an active, efficient process.

To replicate the movement of hand washing Dyson's engineers designed two aligned drums and engineered them to rotate in opposite directions at the same time. The effect of this revolutionary action on the clothes is dramatic. Instead of revolving in the old single pattern of 'drop and flop', the clothes are much more active, moving in an infinitely variable dance, to flex the fabric and open the weave to the detergent.

Because the Contrarotator™ releases dirt more effectively, it can wash clothes cleaner.



Registration

Registering your Dyson Contrarotator™

Every Dyson washing machine comes with a 2 year guarantee, with an option to extend the guarantee for a further 1 to 3 years. For more details on these options, please refer to the enclosed guarantee form.

It is important to register your Dyson washing machine. This will ensure that you receive prompt and efficient service if your machine requires attention during the 2 year guarantee period. Registration will also entitle you to software upgrades as they become available.

How to register

To register your Dyson washing machine, please:

- complete the enclosed guarantee card and return it in the freepost envelope to: Dyson Registration Department, P.O. Box 26, Bedworth, Warwickshire, CV12 8ZZ.
- alternatively you can register the machine at www.dyson.com.

📞 Helpline 08706 002 701

- If a problem arises with your Dyson washing machine, or if it is displaying a fault code, please refer to the troubleshooting guide section 11 01 to 11 03.
- If you still cannot solve the problem, please:
- contact the helpline 08706 002701 8am-8pm, 7 days a week,
- visit our website at www.dyson.com,
- or you can email us at service@dyson.com.

Serial number

For future reference, fill in your machine's details in the space provided. The serial number can be located on the rating plate, position shown in section 1 01.

Serial Number _____

Date of purchase _____

Place of purchase _____

Important safety notes

⚠ Do not:

- stack tumble dryers or other appliances on top of the machine.
- alter the machine or modify it in any way, as this will invalidate your guarantee and could be dangerous.
- carry out any maintenance work on the machine other than that outlined in this handbook.
- use the washing machine if any part appears to be faulty, missing or damaged.
- overload the washing machine; the maximum loads are indicated in the programme table section 9 01.
- use adapters or extension cables.
- use the washing machine for commercial or industrial purposes, as this will invalidate your guarantee. The machine is designed for domestic use.

⚠ Always:

- use the Rollerjack™ for moving the machine as it is very heavy. Care must be taken when moving it.
- turn off the machine using the 'Mains on/off' button when not in use and switch off at the socket.
- turn off the water supply to the machine when it is not in use for long periods.
- close both the inner and the outer doors when not in use.
- close soap tray before starting the machine.

Child safety

- Never allow children to play with or use the washing machine.
- If children are present, always use the child lock when running the machine; see section 8 01.
- Always engage the child lock when the machine is not in use. To do this, close both doors, press and hold 'minimum iron' button, switch the machine off at 'Mains on/off' button.
- Always check drums are empty before loading the machine.
- Keep all packaging out of the reach of children.

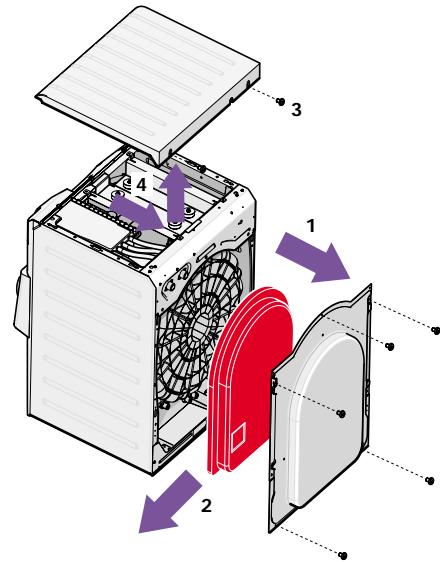
Before installation

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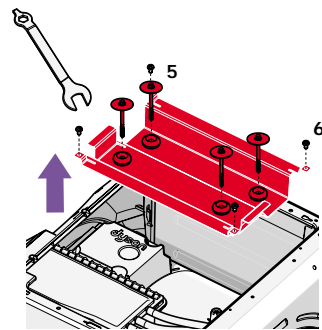
Inner transit packaging removal

Before installation, check the washing machine for damage. A qualified person should always carry out installation. All packaging must be removed before the machine is connected to power or water supplies.

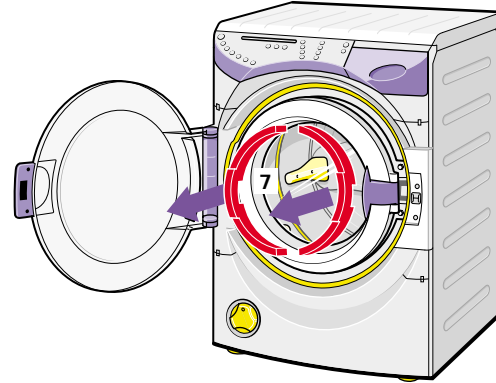
- 1 Remove the rear panel by removing the five screws.
- 2 Carefully withdraw the foam block and then refit the rear panel and screws.
- 3 Remove the two screws from the rear of the lid.
- 4 Remove the machine lid by sliding it rearwards and then up. Remove the plug from under the lid by cutting the ties holding it on to the transit bracket.



- 5 Using the Dyson spanner remove the four bolts securing the top transit bracket.
- 6 Remove the four screws securing the bracket to the machine casing and lift out the transit bracket.



- Refit the lid and two screws.
- 7 Open the outer door and carefully lift out the two foam inserts from the front of the inner door.

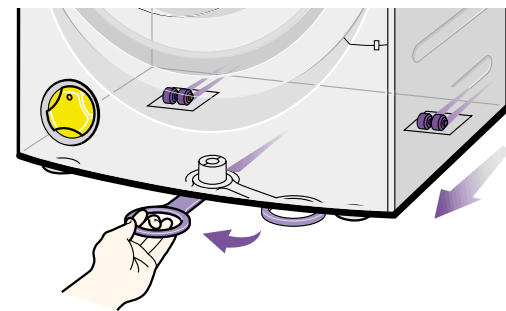


Please retain the transit packaging for future use, as it should be used whenever the machine is moved.

- To replace the packaging, reverse the above procedure.

Moving

- To move the machine, pull out the Rollerjack™ handle from under the front of the machine which enables you to manoeuvre the machine easily into your desired position.
- ⚠ Replace the Rollerjack™ slowly because the handle may return with force. The Rollerjack™ is not designed for moving the machine over long distances.



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Installation

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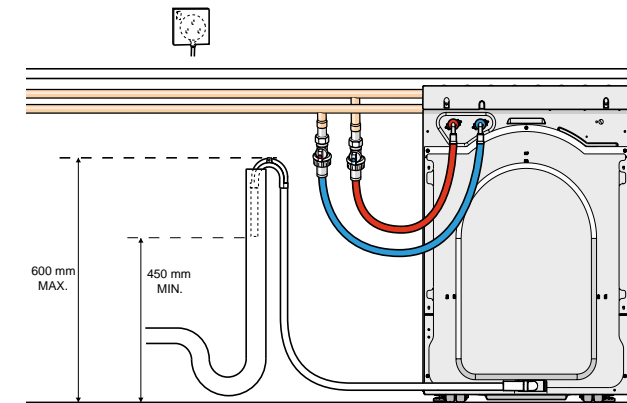
Location

Every Dyson machine is tested before it is dispatched. As a result, there may be some dampness or water in the machine.

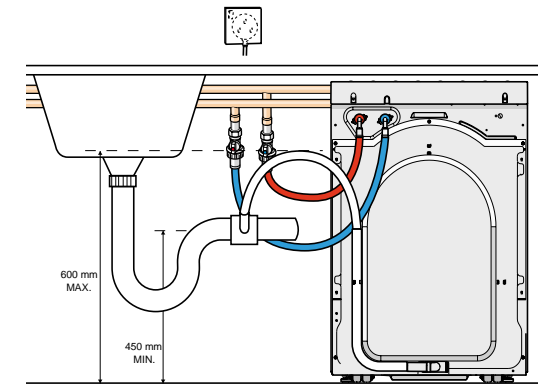
- The machine should not be installed in a location where the temperature may drop below freezing.
- The machine should not be installed in a bathroom.
- The machine must be installed on a secure and flat surface.
- Soft floors, such as carpet or carpet tiles, are not suitable surfaces.
- If the machine is to be installed on floorboards, the unit must be placed on a water-resistant wooden board at least 30mm thick with at least 50mm spare on each side of the machine. This board must be screwed securely to at least two joists. If possible, the machine should also be positioned in the corner of the room.

The maximum distance and suggested layout of the drain, taps and power socket from the machine are illustrated below. The inlet water pipes, drain hose and the electrical mains lead must be positioned carefully to avoid damage or kinking when the machine is fully installed. The machine can be connected to a standpipe, under sink pipe connection or other drainage system, but the critical dimensions must be followed.

⚠ Important



Stand pipe connection

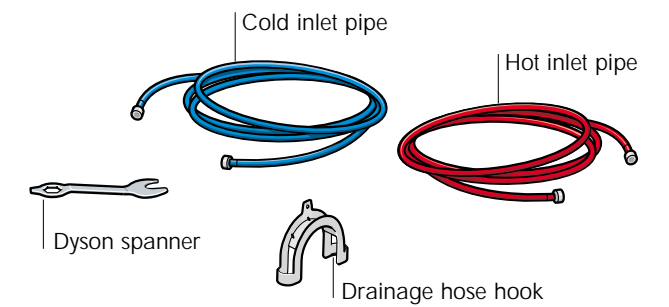


Sink pipe connection

Water supply, drainage and electricity

The washing machine comes with:

- 2 inlet pipes (one blue, one red).
- 1 drainage hose hook.
- 1 Dyson spanner.
- 1 drainage hose located at the rear of the machine.



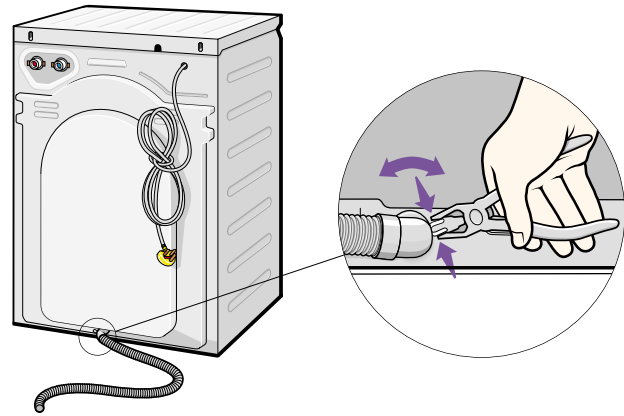
All of the above items can be found in the drums. NB: the model 'CRO1 Memory' has leak protection hoses with a small rectangular block at the end of the cold inlet pipe which are different from those illustrated.

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Drainage

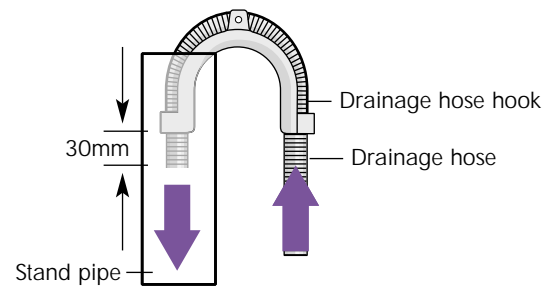
You can alter the direction of the drainage hose to the left or to the right.

- To change the direction of the machine's drainage hose, open the retaining clip using a pair of pliers, and hold it open while you rotate the hose.
- Ensure the hose is inserted fully before releasing the clip.



- Thread the drainage hose through the hose hook and adjust the protruding end to a distance of 30mm. The hose hook has a small retention hole that can be used to secure the hose assembly in position.

- ⚠ Do not use hose hook for under sink connections.



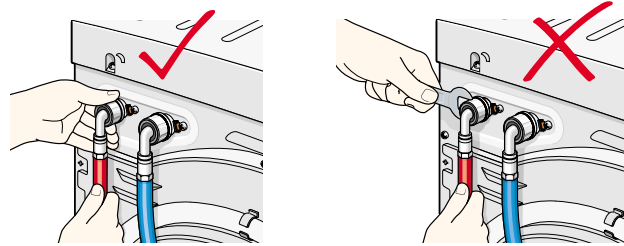
When installed into a standpipe or under sink connection, ensure that the water outlet end of the drainage hose is no lower than 450mm from ground level. Position the hose so that at no point in its entire length it lies above 600mm from ground level, refer to image in section 5 01.

- ⚠ Failure to comply with these dimensions could cause the machine to malfunction.

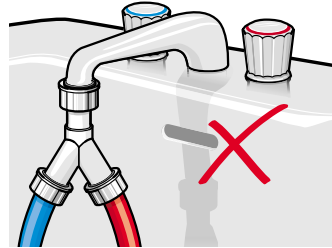
Water supply

- ⚠ Always:

- connect your machine to the water supply by hand, using the hoses supplied. Do not use old hoses.
- the water pressure should be between 0.4 and 5 bar.

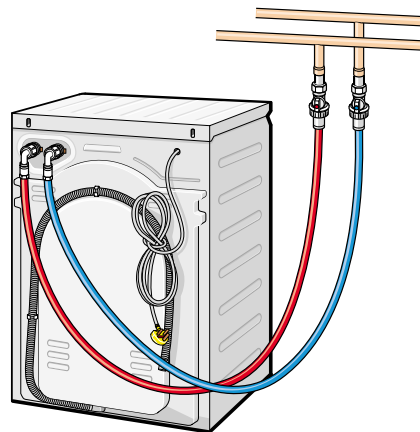


- ⚠ Do not tighten the plastic hose connections with a spanner.
- Do not connect to a mixer tap.



Hot and cold water supply

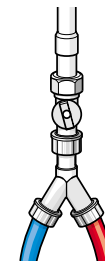
- Attach the blue hose to the cold inlet tap and the red hose to the hot inlet tap.



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Cold only water supply

- If there is no hot water supply, attach the cold and hot pipes to the machine as normal. Then, attach both hoses to a Y piece connector (available as a separate accessory, see rear page for Helpline telephone number) and finally connect the Y connector to the cold inlet tap.



- Once all connections have been made, turn on the tap(s) to check that there are no leaks.

Electrical installation

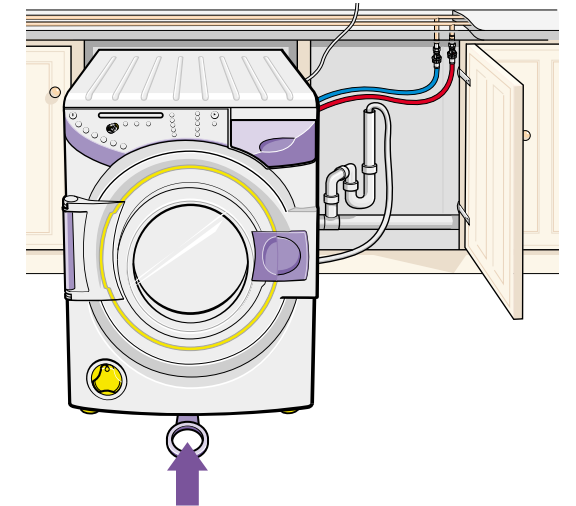
- ⚠ Warning: This appliance must be earthed

- Any electrical work required to install the washing machine should be carried out by a Dyson trained installer or qualified electrician.
- Before using your machine, check that the plug and sockets match, and check that the voltage in your home corresponds to that indicated on the rating plate. For the rating plate's location, see section 1 01.
- The machine should be plugged into a switchable, earthed socket that is easily accessible after installation.
- Do not use an extension cord or plug adapter.
- If the supply cord or plug is damaged disconnect the appliance from the socket outlet immediately. The supply cord must only be replaced by Dyson or its appointed agent, as special purpose tools and service techniques are required.
- If the plug supplied needs replacing it should be cut off and safely disposed of. Under no circumstances should the severed plug be inserted into a socket outlet as this may result in an electric shock hazard.

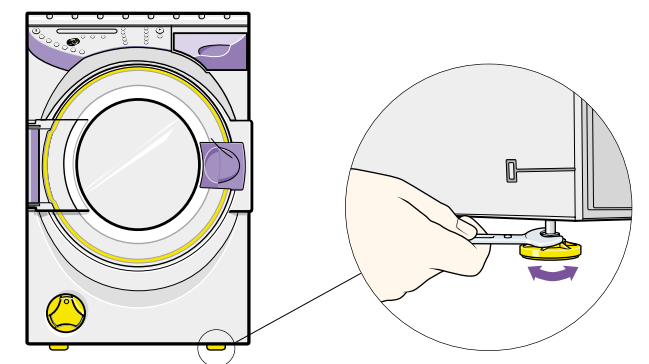
- ⚠ European conformity information

This product has been tested and found to be in conformity with the following European Directives:
73/23/EEC Low Voltage (safety) Directive.
93/68/EEC CE Marking Directive.
89/336/EEC EMC Directive.

When all of the instructions on the previous pages have been completed, the machine can be installed into its operating position using the Rollerjack™ handle, see section 4 01.



- Using the Dyson spanner, adjust the two front feet so that the machine is perfectly stable and level and will not rock on three of its four floor contact points.
- Do not use wood, carpet or other material to stabilise the machine.



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First wash cycle

After installation

- Run a 60° cotton cycle with half a measure of detergent but no clothes. For the correct dosage, please follow the manufacturer's instructions on the detergent packaging. See sections 7 01 and 8 01 on how to start the washing machine.

This will clean any test water out of the machine, ensure the installation process has been correctly followed and highlight any problems, for example if the machine has not been levelled correctly.

To ensure your machine is installed correctly, observe it regularly during the first wash. Any faults will then either become apparent or be displayed on the control panel. Check connections after 1 week to ensure that they have been fitted correctly.

Machine wash tips



Always:

- wash new items separately for their first few washes as they can contain excessive dye.
- consult the wash care label on clothes and select the appropriate programme accordingly. See programme table in section 9 01.
- empty pockets and fasten buttons and zips before washing.
- avoid washing frayed or torn fabrics.
- wash duvets and other bulky items on the Duvet programme, first checking the label to ensure they are machine washable. NB: wash only synthetic duvets in the machine.
- put small items e.g. bras and tights in a pillowcase or wash bag.
- turn double layered textiles, sleeping bags, duvet covers, knitted fabrics and coloured items inside out before washing.
- use detergents suitable for automatic washing machines.

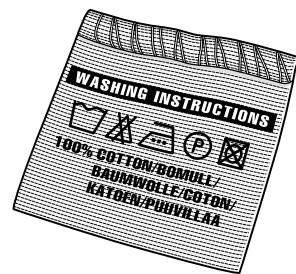


It is not recommended to wash:

- large non-clothing items, e.g. trainers, shoes or rucksacks in the machine, as this may cause damage to the machine.
- clothes that have been in contact with flammable materials.

Sorting your clothes

- Before washing, sort clothes by fabric types and fabric care label, ensuring that dark colours are not mixed with light colours.



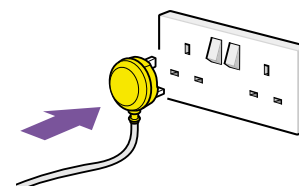
Fabric care label explanation

- The number in the wash tub indicates the maximum wash temperature. When washing a range of clothing always choose the lowest temperature from all the wash labels in the load.
- A wash tub without a bar underneath it indicates that the garment is suitable for a cotton wash (maximum agitation) when washed at the appropriate temperature.
- A single bar underneath the wash tub indicates reduced (medium agitation) wash conditions, at the appropriate temperature. Wash on delicates or synthetics programme depending on the garment.
- Two bars under the wash tub indicate further reduced (minimum agitation) wash conditions used specifically for fine fabrics. Wash on wool programme.
- Do not wash
- These garments can be washed in the machine by selecting the handwash items programme.

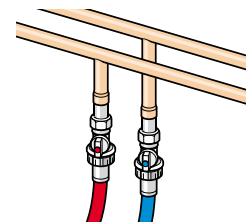
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Loading your Contrarotator™

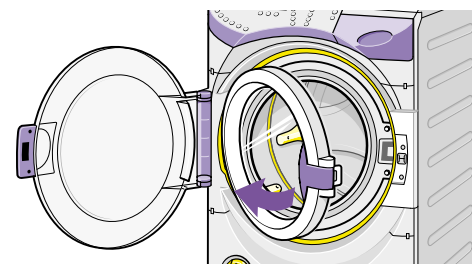
- Plug machine into the mains and switch on at the socket.



- Turn on water supply at the mains.



- Open outer and inner doors.

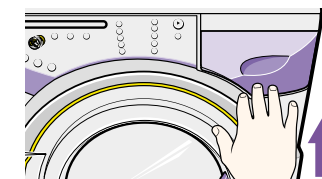


- Check drums are empty before placing sorted clothes into the washing machine.
- Close both doors, making sure that both have "clicked" shut.

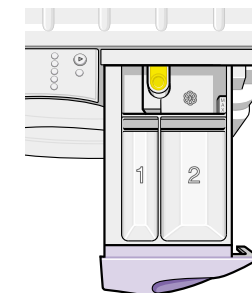
Do not overload your machine. Maximum loads for each fabric type are shown in the table in section 9 01. Tests have proven that overloading can reduce the wash performance and may cause damage to your machine.

Detergent use

- To open the soap tray, press the icon on the soap tray. Do not try to pull out the soap tray without first pressing it.
- Push to close, ensuring it "clicks".



- Add detergent to the compartment marked 2 for all main wash programmes. To optimise the wash performance of the machine, we recommend the use of detergent suitable for automatic washing machines.



- If selecting the pre-wash programme, add detergent to the compartment marked 1.
- Fabric conditioner to soften your clothes can be added to the compartment marked to the level indicated.

Wash tips

- Place dosage aids, such as wash balls and nets, directly inside the drums of the machine.
- Do not put detergent or dosage aids directly into the drums if using start delay (CRO1 Memory only).
- Dosage aids must not be used when pre-wash is selected.
- Use the correct amount of detergent. Incorrect dosage can reduce the efficiency of wash performance. For the correct dosages follow the manufacturer's instructions on the detergent packaging.

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To start your wash cycle using the default settings

1

Mains on/off

Press to turn power on before selecting a programme.



MAINS ON/OFF

2

Select your programme

Press to select your programme option. Default settings will be set for temperature, spin and dirt level which are safe for that fabric type.

- Cotton
- Synthetics
- Wool
- Delicates
- Handwash items
- Duvet

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Temperature



20°

Spin



0

Soil type



Dirt

30°

500

Dirt & stains

40°

800

Heavy stains

60°

1100

1400 **A** class

85°

Minimum iron

Pre-wash

Extra rinse

Rinse & spin/Spin



Start delay



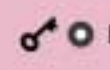
1 Memory



START



Cancel



Door lock



Child lock

4

Cancel your wash cycle

Press and hold down to cancel a programme at any time. The machine will stop and drain all the water and the doors will then be unlocked if it is safe to do so.

If, for example, the wash is too hot after a 85°C cycle, the doors will stay locked until the temperature is safe to allow the doors to be opened.



End of your wash cycle

At the end of the wash programme the display will indicate 'Programme finished'. Remove the washing and turn off the machine by pressing the 'Mains on/off' button. Switch off the electricity at the socket and turn off the water supply to the machine.

To personalise the default wash programmes

1

Adjust your programme

Use these options to adjust the default settings of the wash programmes. On certain programmes some temperature, spin and soil level settings cannot be overridden in order to protect your clothes; see programme table section 9 01.

2

Add options

To activate any of the options below after you have selected your programme, press the desired option button once; press again to cancel the option.

Minimum iron

This option holds your clothes in water after the final rinse to minimise creasing. The machine will pause and the 'start' button will flash. Press the 'start' button to finish the cycle. To protect your clothes, this option is not available on all programmes.

3

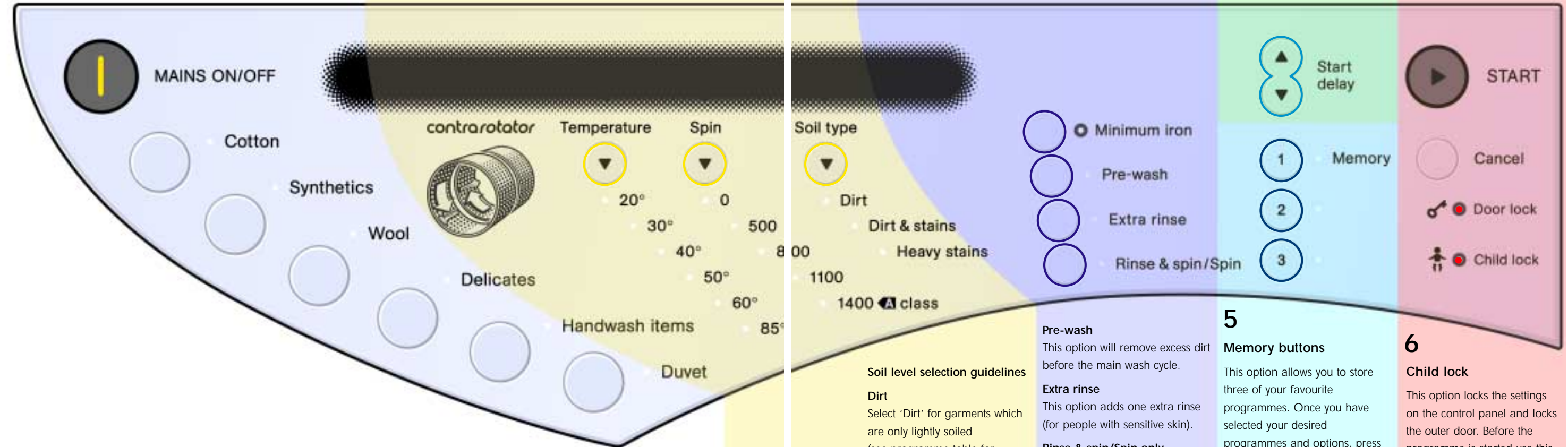
Start delay

This option allows you to delay the start of the cycle by up to 24 hours. Use the ▲ and ▼ arrows to adjust the settings. The display will show the delay time to start. Press the 'start' button to initiate the countdown. Press the 'cancel' button at any time to cancel. The soap tray should be completely dry before adding the detergent. *Only available on CRO1 Memory.*

4

Door lock

The door lock light indicates that the outer door is locked. When a programme is paused the door will unlock if it is safe to do so. If not, the display will indicate why the door stays locked. Press the 'start' button to finish the programme.



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Soil level selection guidelines

Dirt

Select 'Dirt' for garments which are only lightly soiled (see programme table for maximum load).

Dirt & stains

Select 'Dirt & stains' for typical everyday soiling.

Heavy stains

Select 'Heavy stains' for an even more thorough programme to remove those rare, heavy stains.

Pre-wash

This option will remove excess dirt before the main wash cycle.

Extra rinse

This option adds one extra rinse (for people with sensitive skin).

Rinse & spin/Spin only

Press once for rinse & spin, press twice for spin only. Press again to cancel.

5







Memory buttons

This option allows you to store three of your favourite programmes. Once you have selected your desired programmes and options, press and hold one of the memory buttons for three seconds. A beep will confirm the programme has been stored. To select a stored programme, press the correct memory button and then start the cycle. To override a stored programme, follow the steps detailed above. *Only available on CRO1 Memory.*

6

Child lock

This option locks the settings on the control panel and locks the outer door. Before the programme is started use this option to prevent the settings from being altered or the programme being inadvertently started. Once a programme is running use this option to prevent it being paused or cancelled. Press and hold the 'minimum iron' button to activate and cancel the child lock option.

Programme	Care label	Fabric type	Default settings				Optional settings							
			Temperature °C	Spin rpm	Soil level	Maximum load kg	Dirt level	Temperature °C	Spin rpm	Minimum iron	Pre wash	Extra rinse	Rinse & spin Spin only	Maximum load kg
Cotton		Cotton, linen and viscose without special finishes	40	1100	Dirt & stains	7	Dirt	30 40	0 500 800 1100 1400		✓	✓	✓	3.5
							Dirt & stains	20 30 40 50 60 85	0 500 800 1100 1400		✓	✓	✓	7
							Heavy stains	30 40 50 60 85	0 500 800 1100 1400	✓	✓	✓	✓	7
Synthetics		Polyester/cotton mixtures, nylon, acrylics, acetate, triacetate and viscose with special finishes	40	500	Dirt & stains	4	Dirt	30 40	0 500	✓	✓	✓	✓	2
							Dirt & stains	30 40 50	0 500	✓	✓	✓	✓	4
							Heavy stains	30 40 50	0 500		✓	✓	✓	4
Wool		Wool or wool mixed with other fibres	40	800	Dirt & stains	2					✓	✓	✓	2
Delicates		Delicate fabrics in man-made fibres e.g. net curtains, stockings, silk, etc. Not for wool	40	500	Dirt & stains	3		30 40	0 500 800	✓	✓	✓	✓	2
Handwash items		Items with Handwash only symbol	30	500	Dirt & stains	1.5		20 30	0 500		✓	✓	✓	2
Duvet		Synthetic duvets Synthetic pillows	40	800	Dirt & stains	1 king size duvet or 3 pillows		30 40	0 500 800 1100		✓	✓	✓	1 king size duvet or 3 pillows

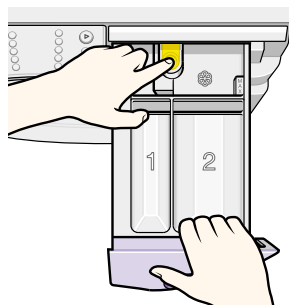
Cleaning

- ⚠ Always unplug from the mains before carrying out any maintenance on the washing machine.
The machine should be cleaned regularly with a damp cloth but not with any cleaning solutions.

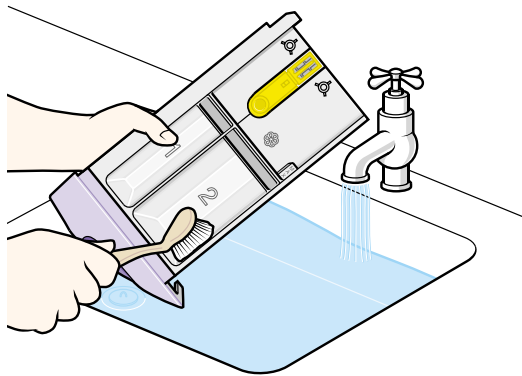
Cleaning the soap tray

The soap tray should be cleaned regularly to remove any detergent residues.

- Press the yellow release button at the rear of soap tray to pull out drawer.



- Wash in warm, soapy water.



- The cavity for the soap tray should be cleaned out with a small, soft brush, taking care not to dislodge the rubber seal.
- Replace the soap tray ensuring it clicks into place.



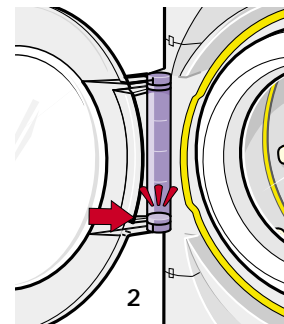
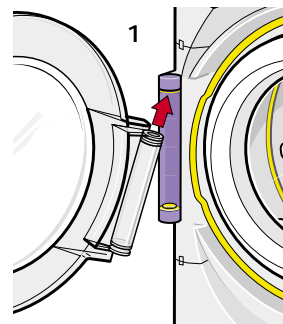
- ⚠ Do not wash in a dish washer.

Maintenance wash

To prevent odours and build-up of deposits within the washing machine, it is recommended that you run a 60° cotton cycle with half a measure of detergent but no clothes 2 or 3 times a year.

If the outer door is accidentally removed

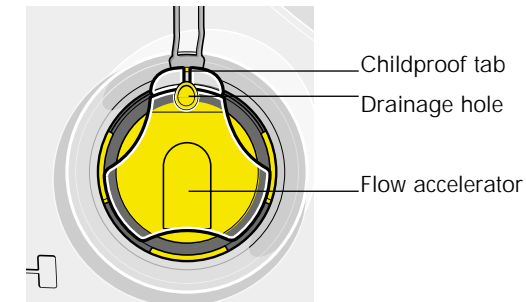
- 1 Locate top ring of outer door into the yellow part of flexible hinge.
- 2 Lift the door and push forward until lower ring of door "clicks" into place.



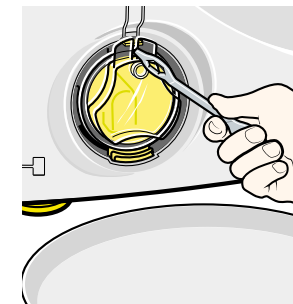
contrarotator

Coin trap maintenance

- ⚠ Never remove any objects from the coin trap whilst the washing machine is running.
- Empty the coin trap when a blockage has occurred.

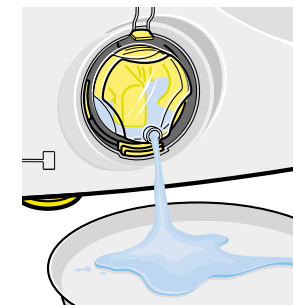


- Place a tray or shallow dish underneath the coin trap.
- Using the Dyson spanner, lift the childproof tab and turn the cap anticlockwise.

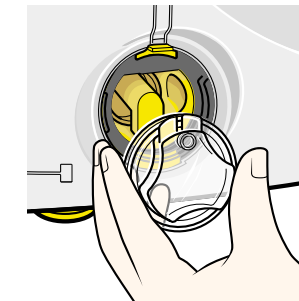


The water will flow through the spout.

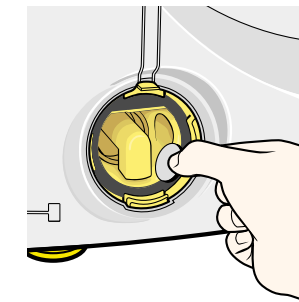
- If the tray becomes full, turn the cap clockwise into its starting position, empty the tray and repeat the process.



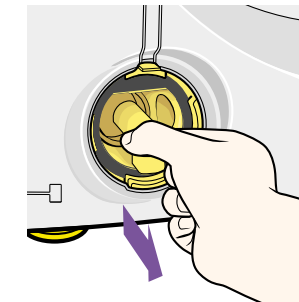
- Once all the water has been removed, continue to turn the cap anticlockwise until it is released.



- Remove any objects from the coin trap.



- If further items appear to be blocking the coin trap, pull out the flow accelerator.
- Remove any item(s) and replace the flow accelerator.



To replace the coin trap cover:

- lubricate the seal with washing up liquid.
- fit the cover with the hole at the bottom ensuring seals are lined up.
- turn 1.5 revolutions in a clockwise direction, ensuring the childproof tab "clicks" into place.

contrarotator

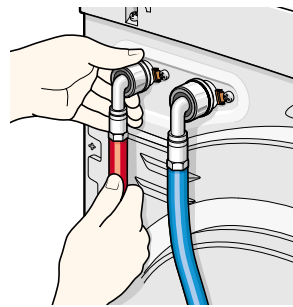
Water filter maintenance

To access the rear of the machine use the Rollerjack™ handle; see section 4 01.

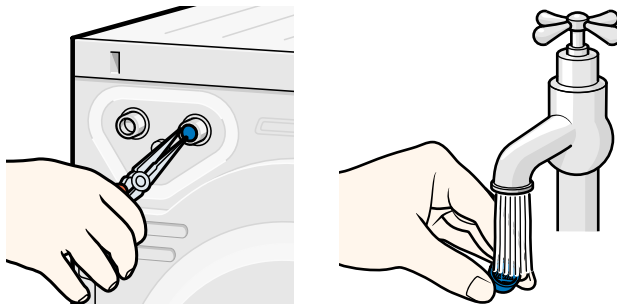
Cleaning the water inlet filters

The water inlet filters should be checked regularly for debris or limescale build-up, (depending on whether the water in your area is hard or soft). Contact your local water authority to find out your water composition.

- Turn off the water supply to the machine.
- Unscrew both water inlet pipes by hand.



- Using pliers, pull out the filters and rinse under cold water.

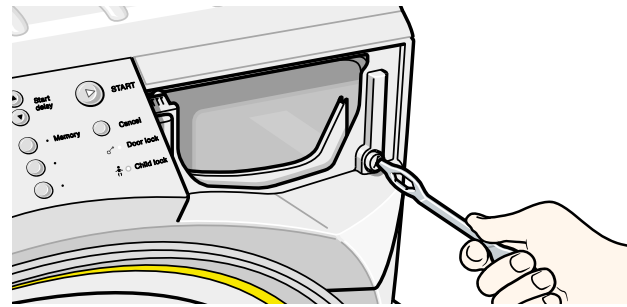


- Replace filters and reconnect water inlet pipes.

Emergency door release

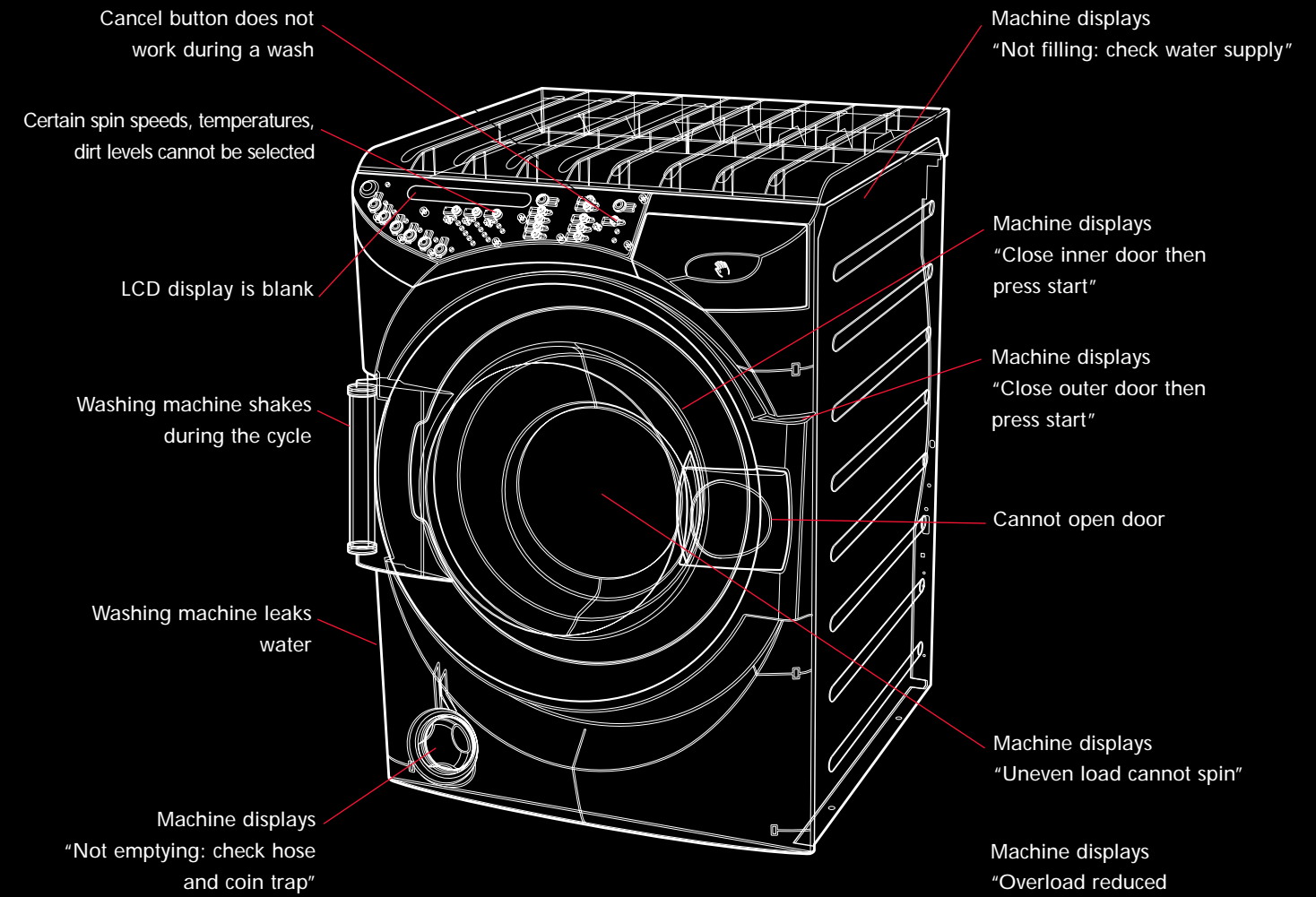
⚠ This procedure should be used in the event of a power cut to remove clothes.

- Switch off and remove the plug from the socket.
- Ensure the drums have stopped moving.
- If the machine has been running a hot wash, leave it to cool down.
- Completely drain the washing machine as described in the 'Coin trap maintenance' section, section 10 02.
- Remove the soap tray as described in section 10 01.
- Using the Dyson spanner, turn the door release screw anticlockwise to unlock the door.



- Open the outer and inner doors.
- Turn the door release screw clockwise through a quarter of a turn, to ensure the door will close.
- Replace the soap tray.

Before calling the helpline, please read carefully the following pages.



Symptom	Possible causes	Solutions
LCD display is blank	There is no power to the machine	Ensure machine is plugged in and switched on. Check fuse and circuit breaker has not tripped.
Certain spin speeds, temperatures, dirt levels cannot be selected	To maximise wash performance and protect the clothes, there are limits on the temperatures, spin speeds and dirt levels for each programme	See section 9 01 for the programme options wash table.
Cancel button does not work during the cycle	Child lock is active	Hold down 'Minimum iron' button until 'Child lock off' is shown on LCD display and child lock light is off.
Cannot open door	Washing machine has not finished cycle	Wait for machine to finish cycle before opening the door. Cancel wash by holding down 'Cancel' button.
	Machine is paused	For safety reasons the door stays locked. Press flashing start button to resume programme.
	Child lock is active	Hold down 'Minimum iron' button until 'Child lock off' is shown on LCD display and child lock light is off.
	Power cut or any other cause not listed	Follow 'Emergency door release' instructions in section 10 03.
Machine leaks water	Coin trap cover is not in place	Turn off water supply to machine ensuring that coin trap cover is correctly fitted, see section 10 02.
	Discharge hose is not connected correctly	Check discharge hose is draining into a suitable place (drain, sink or standpipe).
	Soap tray is open	Close soap tray.
Machine shakes during the cycle	2 adjustable front feet are not level	Adjust feet until machine is level as described in section 5 03.
	Rollerjack™ handle is still out	Return Rollerjack™ handle to its position under machine, see section 4 01.

LCD display message	Possible causes	Solutions
Overload reduced performance	The recommended wash load has been exceeded	In future, refer to programme table section 9 01 for recommended loads.
Uneven load cannot spin	The wash load is uneven	Remove some items or reload your machine and select spin only programme see section 8 01, then press start.
Close outer door then press start		Close outer door, ensuring nothing is trapped and press start again.
Close inner door then press start		Close inner door, ensuring nothing is trapped and press start again.
Not emptying: check hose and coin trap	Coin trap blocked	Refer to 10 02 for removing blockages and press start.
	Drainage hose not draining	Check drainage hose is not blocked or kinked and press start.
Not filling: check water supply	Water supply is not connected	Check that water supply is connected, turned on at the tap, and press start.
	Filter is blocked	Clean filters as detailed in section 10 03 and press start.
	Inlet pipes are blocked or kinked	Check inlet pipes are not blocked or kinked and press start.
	Drainage hose is installed incorrectly	Check that drainage hose is installed in accordance with the installation instructions in sections 5 01 & 5 02 and press start.
Fault	These are technical faults with your machine.	<p>Contact Dyson Helpline 08706 002 701 or visit our website www.dyson.com with the following information:</p> <ul style="list-style-type: none"> • your machine's serial number. • where you purchased your machine. • when you purchased your machine. • your address. • the fault code that appears on the LCD display, if applicable. <p>Most queries can be solved over the telephone by one of our trained customer care staff. If they cannot, a qualified Dyson service engineer will visit you to repair and test your machine.</p>