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> Dyson Genuine OEM Cleaner Head UP20 Animal 2, Models UP20, OEM Part Number 968772-01

Dyson UP20

Dyson Genuine OEM Cleaner Head Instruction Manual

Model: UP20 | Part Number: 968772-01

1. PRODUCT OVERVIEW

This document provides essential information for the Dyson Genuine OEM Cleaner Head, specifically designed for Dyson UP20 Animal 2 models. This cleaner head is a direct replacement part, ensuring optimal performance and maintaining the integrity of your Dyson vacuum's warranty.

It is crucial to use genuine OEM replacement parts to ensure the best performance and to protect your vacuum's warranty. Always verify compatibility with your specific Dyson model number before installation.

Key Features:

- Genuine Dyson OEM replacement part (Part Number: 968772-01).
- Designed for Dyson UP20 Animal 2 models.
- Ensures optimal vacuum performance and maintains warranty.
- Direct fit for easy replacement.



Figure 1: Top view of the Dyson Genuine OEM Cleaner Head, showing the purple brush bar housing and main motor assembly.

2. SETUP AND INSTALLATION

Replacing the cleaner head on your Dyson UP20 Animal 2 vacuum is a straightforward process. Ensure your vacuum is unplugged from the power outlet before beginning any installation or maintenance.

Installation Steps:

1. **Power Off and Unplug:** Disconnect your Dyson vacuum cleaner from the electrical outlet to prevent accidental activation.
2. **Remove Old Cleaner Head:** Locate the release mechanism for the cleaner head on your Dyson vacuum. This is typically a button or latch near the connection point. Press or slide the mechanism and gently pull the old cleaner head away from the main vacuum body.
3. **Inspect Connection:** Before attaching the new cleaner head, inspect the electrical contacts and connection port on both the vacuum and the new cleaner head to ensure they are clean and free of debris.
4. **Attach New Cleaner Head:** Align the new Dyson Genuine OEM Cleaner Head with the connection port on your vacuum. Push the cleaner head firmly into place until you hear a click, indicating it is securely latched.
5. **Test Functionality:** Plug the vacuum back into the power outlet and turn it on to ensure the cleaner head operates correctly and the brush bar spins as expected.

If you encounter any resistance or difficulty during installation, do not force the part. Re-check the alignment and ensure no obstructions are present.



Figure 2: Bottom view of the Dyson Genuine OEM Cleaner Head, highlighting the connection port and locking mechanisms for attachment to the vacuum.

3. OPERATING THE CLEANER HEAD

The Dyson Genuine OEM Cleaner Head is designed to work seamlessly with your Dyson UP20 Animal 2 vacuum, providing powerful and efficient cleaning across various floor types. Once installed, the cleaner head's operation is integrated with the vacuum's main controls.

Usage Guidelines:

- **Floor Type Adjustment:** The cleaner head automatically adjusts to different floor types, from hard floors to carpets, to maintain optimal suction and brush bar contact.
- **Brush Bar Activation:** The motorized brush bar activates when the vacuum is in an upright position and the power is on, agitating carpet fibers to lift dirt and debris.
- **Maneuverability:** The Dyson Ball technology allows for easy steering around furniture and obstacles, with the cleaner head pivoting to follow your movements.
- **Edge Cleaning:** The design of the cleaner head extends to the edges, allowing for effective cleaning along baseboards and

in corners.

4. MAINTENANCE

Regular maintenance of your cleaner head ensures continued high performance and extends the life of your Dyson vacuum. Always unplug the vacuum before performing any maintenance.

Cleaning the Brush Bar:

1. **Disconnect:** Remove the cleaner head from the vacuum body.
2. **Access Brush Bar:** Depending on your specific model, you may need to use a coin or a flat-head screwdriver to unlock the end cap of the brush bar. Refer to your main vacuum manual for precise instructions.
3. **Remove Debris:** Carefully remove any tangled hair, threads, or debris from the brush bar. Scissors can be used to cut through stubborn tangles, being careful not to damage the bristles.
4. **Clean Housing:** Wipe down the inside of the cleaner head housing and the clear plastic cover with a damp cloth to remove dust and dirt. Ensure all parts are dry before reassembly.
5. **Reassemble:** Reinsert the brush bar and secure the end cap. Ensure it clicks firmly into place.

Checking for Blockages:

- Periodically check the cleaner head's intake opening and the connection hose for any blockages that could reduce suction.
- Clear any obstructions using a long, blunt object or by hand if accessible.

5. TROUBLESHOOTING

If your Dyson Genuine OEM Cleaner Head is not performing as expected, consult the following common troubleshooting steps.

| Problem | Possible Cause | Solution |
|----------------------------------|-------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------|
| Brush bar not spinning | Tangled debris in brush bar; Cleaner head not properly connected; Electrical fault. | Clean brush bar (see Maintenance); Reattach cleaner head securely; Contact Dyson support if problem persists. |
| Reduced suction at cleaner head | Blockage in cleaner head or hose; Full dust bin; Clogged filters. | Check and clear blockages (see Maintenance); Empty dust bin; Clean or replace vacuum filters (refer to main vacuum manual). |
| Unusual noises from cleaner head | Debris caught in brush bar mechanism; Worn bearings. | Clean brush bar thoroughly; If noise persists after cleaning, contact Dyson support. |

For issues not listed here or if troubleshooting steps do not resolve the problem, please refer to your main Dyson vacuum cleaner manual or contact Dyson customer support.

6. SPECIFICATIONS

| Attribute | Detail |
|-------------------|---------------------|
| Part Number | 968772-01 |
| Compatible Models | Dyson UP20 Animal 2 |
| Manufacturer | Dyson |
| Item Model Number | UP20 |

| Attribute | Detail |
|--------------------|----------------------------|
| Item Weight | 3.8 pounds |
| Package Dimensions | 15.39 x 8.86 x 5.67 inches |
| Batteries Required | No |

7. WARRANTY AND SUPPORT

Using genuine Dyson OEM replacement parts, such as this cleaner head, is essential to maintain your Dyson vacuum's warranty. Non-genuine parts may void your warranty and could potentially damage your appliance.

For specific warranty details, product registration, or technical support, please refer to the documentation provided with your original Dyson vacuum cleaner or visit the official Dyson website. You can also contact Dyson customer service directly for assistance with genuine parts or any operational issues.

Dyson Official Website: www.dyson.com

