dyson hot+cool link purifier

Service manual

SMPR-EN-HP00-01-03/25-V1

Dyson Service Manual - Version Control

Version History Table

Original launch document version number: SMPR-EN-HP00-01-03/25-V1
Publication Date: 03/2025

Revised version number	Detailed content of change	Change Author	Publication Date

These repair instructions are intended for professional repairers of local space heaters only. Dyson accepts no liability for any incorrect use of these instructions.

This manual covers the full disassembly and reassembly of the following models:

HP00, HP01

Model identifier can be found on the rating plate, that is on the base of the product

Contents

Electrical safety testing

All repairs should be tested in accordance with applicable safety standards and regulations.
Dyson authorised repairers should also follow TSI 0432.

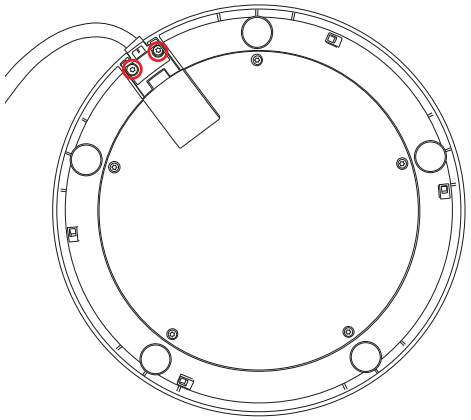
Ensure at all times during the repair and testing of products that owners, children, animals and yourself are not exposed to any Live electrical supply.

The following MANDATORY tests must be adhered to when carrying out a service activity to a Class 2 product:

1. Visual inspection
You must ensure that a full visual inspection of the entire product is completed prior to the service activity.

2. Insulation test
An insulation test/s must be performed upon completion of an 'invasive' service activity.

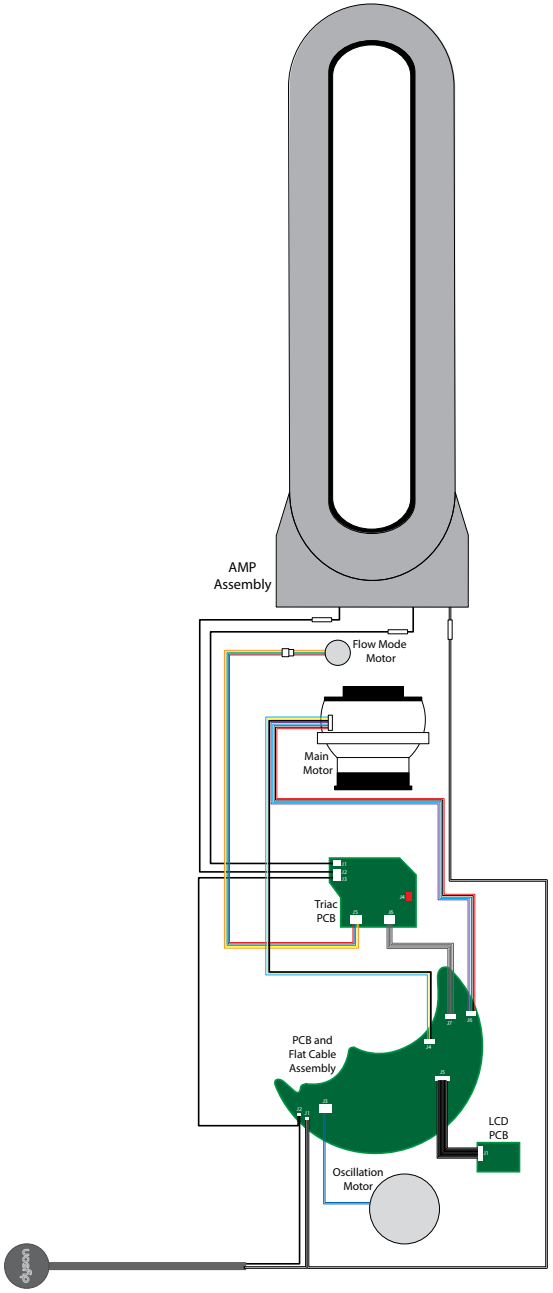
Insulation test points:
Test directly onto the area/s highlighted.



Test results:
A minimum reading of 2MΩ must be achieved.
A reading below 2MΩ is not considered safe and further investigation, rectification and testing must be completed before the product is used.

If you are unable to complete the service activity on a product with an insulation test reading below the minimum requirement, you must inform the owner that it is unsafe to use. Inform the owner of the required actions to resolve the issue.
If the product is left unresolved please indicate on the relevant CRM system that the product is electrically unsafe and attach a 'Warning: product electrical unsafe' sticker in a visible location on the product. If the product plug contains a fuse, then the fuse should also be removed before returning to the owner.

Wiring diagram



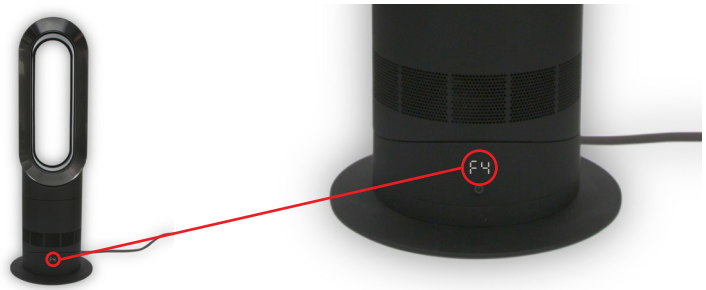
Fault type diagnosis

The UI on the machine may display a 'F`, 'H`, or 'C' fault code. The below table indicates the necessary component to replace, to resolve the fault:

Fault type	Description	Action	Part/assembly affected
F1	PCB and flat cable assembly fault	Hard reset (see page 4), check for visual damage, replace part page 06).	Main body
F2	Motor fault	Hard reset (see page 4), check for visual damage, replace part (page 46).	Main body
F3	Motor fault	Hard reset (see page 4), check for visual damage, replace part page 46).	Main body
F4	Motor fault	Hard reset (see page 4), check for visual damage, replace part (page 46).	Main body
F5	Triac PCB fault	Hard reset (see page 4), check for visual damage, replace part (page 23).	Main body
F6	Main body fault	Hard reset (see page 4), check for visual damage, replace part (page 23).	Main body
H1	Triac PCB fault	Hard reset (see page 4), check for visual damage, replace part (page 23).	Main body
H2	Triac PCB fault	Hard reset (see page 4), check for visual damage, replace part (page 23).	Main body
H3	Triac PCB fault	Hard reset (see page 4), check for visual damage, replace part (page 23).	Main body
H4	Triac PCB fault	Hard reset (see page 4), check for visual damage, replace part (page 23).	Main body
H5	PCB and flat cable assembly fault/ Triac PCB fault	Hard reset (see page 4), check for visual damage, replace part (page 06/page 23).	Main body
C1	PCB and flat cable assembly fault/ Triac PCB fault	Hard reset (see page 4), check for visual damage, replace part (page 06/page 23).	Main body
C2	PCB and flat cable assembly fault/ Triac PCB fault	Hard reset (see page 4), check for visual damage, replace part (page 06/page 23).	Main body
Blank (Display not working)	LCD PCB fault	Hard reset (see page 4), check for visual damage, replace part (page 06).	Main body

Hard reset

Carry out the following checks to try to resolve the issue prior to undertaking any repairs to the machine.

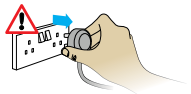


01 The display will show a F, H or C fault and the LED around the power button will flash red. The oscillation, airflow and timer controls will be locked out on the remote. The power button on both the remote and main body will still work.

02 To reset the appliance, turn the power OFF (using either the power button on the remote or the main body), wait 60 seconds and then turn back ON. The fault should have cleared.

03 If the power cycle does not work try a 'hard reset'. Turn the power OFF and unplug the machine, or switch off at the mains socket, for 30 seconds and then turn back ON. In some cases the fault will have cleared. If not carry out the repair as prescribed on page 3.

WARNING:
Disconnect the machine from the electrical outlet at all times during repair and test. Failure to do so could result in electric shock or personal injury.



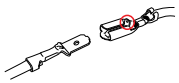
Ensure that at all times during the repair and testing of products that customers, pets, children and you are not exposed to any Live electrical supply.

Where this symbol is shown, ensure ESD (Electro Static Discharge) protection is used.

It is a mandatory requirement that when handling any product during any repair or refurbishment process that the following equipment is worn:

- FPP3 particle filter Face mask
- Safety gloves
- Safety glasses
- Safety shoes

Some female terminal clips used in the product contain a locking mechanism. The release pip will need to be activated before separation from the male terminal can occur.



All screws are Torx unless otherwise stated.

Wire colours may vary between territories.

Recommended tools to repair:
Torx T-20 screwdriver (magnetic if possible)
Torx T-15 screwdriver (magnetic if possible)
Torx T-8 screwdriver (magnetic if possible)
Torx T-6 screwdriver (magnetic if possible)
Thin flat bladed screwdriver
Long nosed pliers x2
Wire snips
Circlip pliers

01 Remove the five 6mm T-8 screws.

02 Lift off the Base cap.

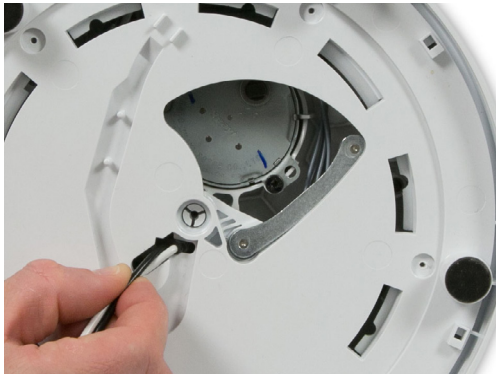
03 Remove the Glass cloth tape.
Important: keep this safe as you will need to re-fit later.

04 Remove the two 10mm T-8 screws.

05 Remove the Cable retainer.
Release the Powercord.

06 Remove the 30mm T-15 screw and captive washer.

07 Carefully remove the Circlip.
Lever the Oscillation cam from the Oscillation motor.



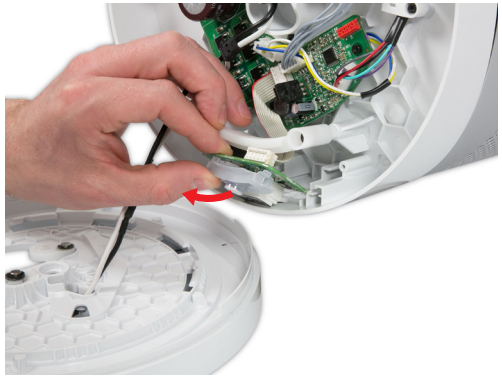
08 Release the grommet from the centre of the Base plate.

09 Loosen the six T-15 screws by five full turns (it will be necessary to orientate the base to allow access to the screws).
Remove the Base plate from the Main body.

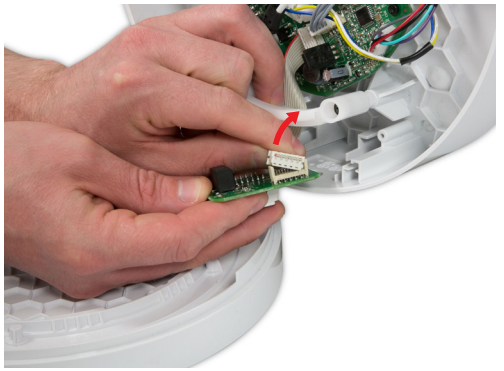
If the reason for the repair is replace the LCD and PCB assembly continue to the next step.
If the reason for the repair is replace the Main PCB go to step 13.
If the reason for the repair is replace the Oscillation motor go to step 15.
If the reason for the repair is replace the Powercord assembly go to step 19.

LCD and PCB assembly - removal

10 Remove the two 10mm T-8 screws in the LCD and PCB holder.

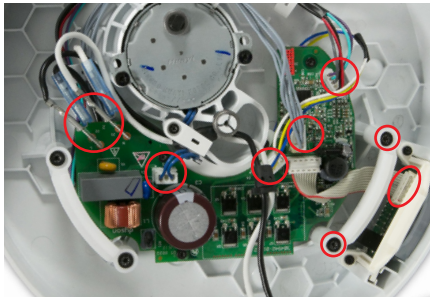


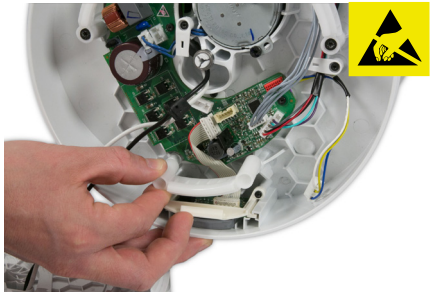
11 Slide the holder from the Main body. Remove the Power button, LCD and PCB assembly.



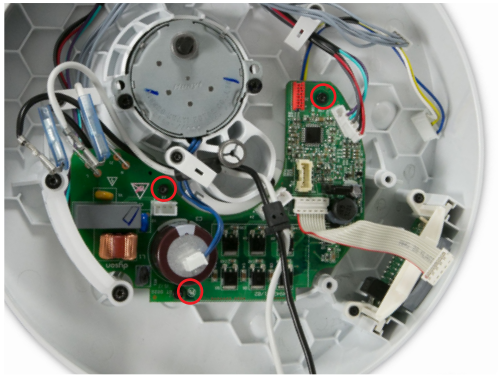
12 Carefully disconnect the Flat cable from the LCD and PCB assembly.
For LCD and PCB assembly fitting instructions go to step 24.

Main PCB - removal





13 Carefully release all connectors from the Main PCB, LCD and PCB assembly.
For ease when releasing the flat cable from the LCD and PCB it maybe necessary to remove the Oscillation runner closest. Remove the two 19mm T-15 screws. Remove the runner.

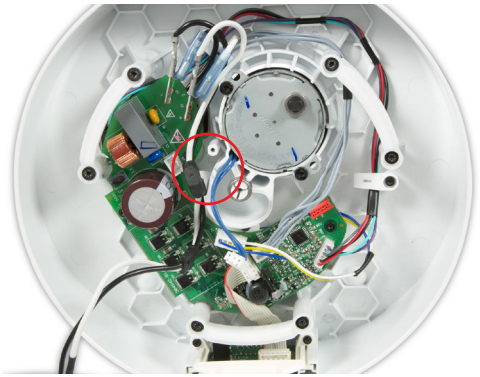


14 Remove the three 10mm T-8 screws in the Main PCB.
Remove the PCB.
For Main PCB fitting instructions go to step 35.

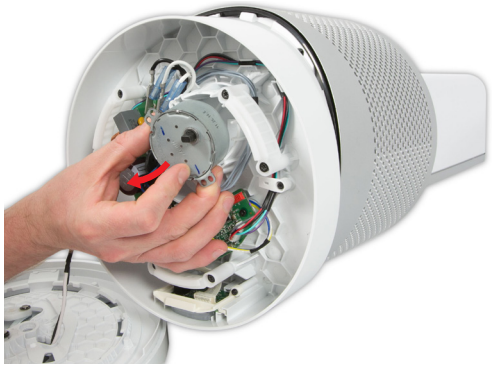
Oscillation motor - removal

15 Remove the T-8 screw and clamp from the Lower body housing.

16 Disconnect the Oscillation wires from the Main PCB.

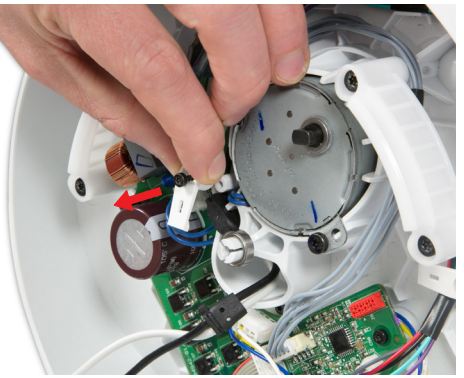


17 Release the Oscillation wires from under the Powercord wires.

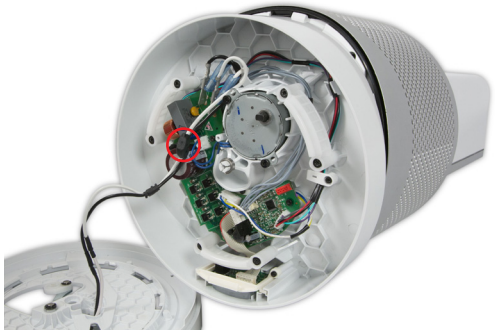


18 Remove the two 12mm T-15 screws from the Oscillation motor.
Remove the motor.
For Oscillation motor fitting instructions go to step 39.

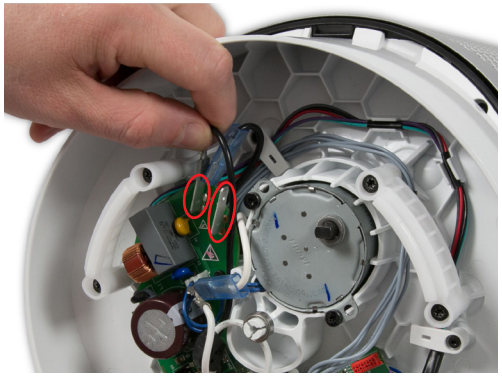
Powercord assembly - removal



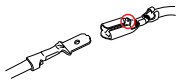
19 Remove the T-8 screw and clamp from the Lower body housing.



20 Release the Powercord Grommet from the centre of the Lower body housing.



21 Carefully disconnect the Live and Neutral wires from the Main PCB.

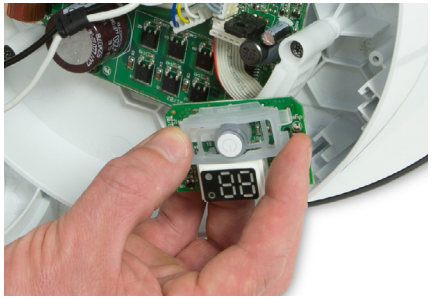


22 Using two pairs of long nosed pliers very carefully separate the Live and Neutral wires from the 'Piggyback' terminals.

23 Feed the Powercord wires through the Baseplate assembly.
For Powercord fitting instructions go to step 44.

LCD and PCB assembly - fitting

24 Connect the flat cable to the LCD and PCB assembly.



25 Locate the Power button into the LCD and PCB assembly.
Place the Power button, LCD and PCB assembly into the lower body housing, ensuring the Power button is orientated the correct way up.

26 Slide the LCD and PCB holder into the channels in the Lower body housing.
Fit the two 10mm T-8 screws.

27 Locate the Baseplate onto the Lower body housing. Position the Cam onto the Oscillation motor.
Position the centre of the Base plate onto the centre screw boss.

28 Clip the Base plate onto the three runners.

29 Tighten the six T-15 screws (it will be necessary to orientate the base to allow access to the screws).

30 Carefully fit the cir-clip.
Fit the 30mm T-15 central screw and captive washer.

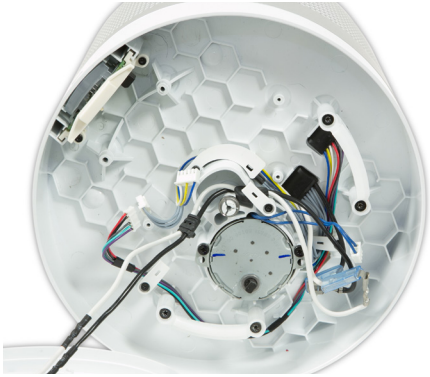
31 Secure the smaller Powercord grommet into the retainer in the centre of the Baseplate.
Important: the grommet must be situated as shown.

32 Fit the Live and Neutral wires into the retainers provided in the Baseplate.
Secure the remaining grommet into the Baseplate.
Important: Re-fit the Glass cloth tape.

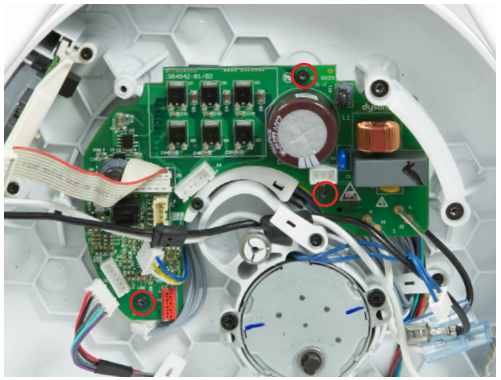
33 Locate the Cable retainer into the Baseplate.
Fit the two 10mm T-8 screws.

34 Locate the Base cap ensuring the tag sits under the Cable retainer.
Fit the five 10mm T-8 screws.

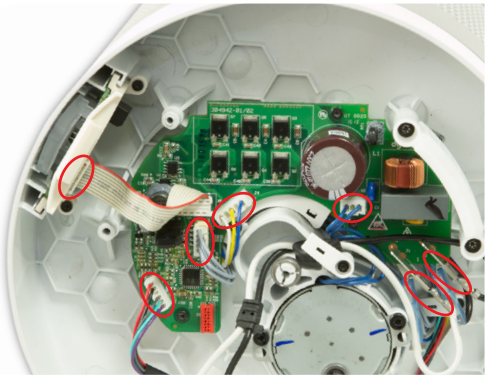
Main PCB - fitting



35 Ensure all wires are clear and will not be trapped by the new Main PCB assembly.



36 Locate the new Main PCB assembly.
Fit the three 10mm T-8 screws.

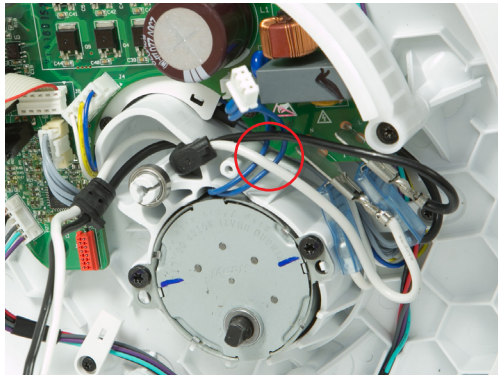


37 Connect all the terminals.

38 Re-fit the Oscillation runner.
Fit the two 19mm T-15 screws.
Important: only tighten by two full turns.

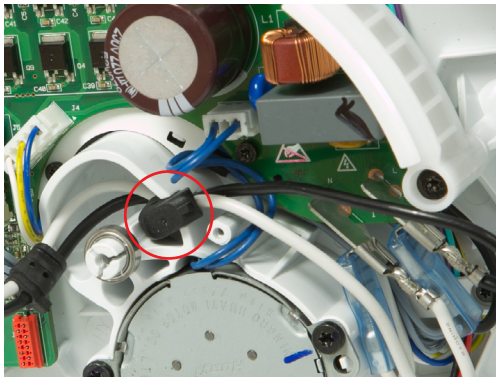
After fitting the Main PCB assembly, fit the remainder of the parts as detailed in steps 27 - 34 (pages 15 - 17).

39 Fit the new Oscillation motor and the two T-15 screws.
Ensure the Oscillation motor loom is located in the channel.

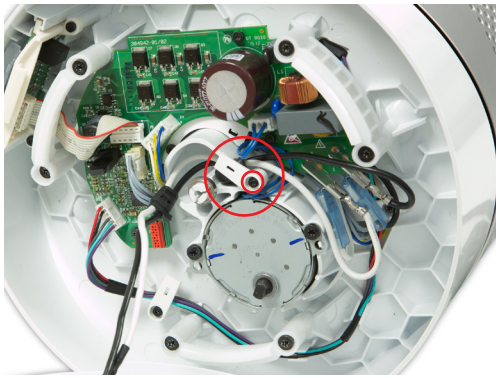


40 Locate the Oscillation loom under the Powercord wires.

41 Connect the Oscillation loom to the Main PCB assembly.



42 Dress the Oscillation loom and locate the Powercord grommet as shown.



43 Re-fit the clamp and T-8 screw to the Lower body housing.

After fitting the Oscillation motor, fit the remainder of the parts as detailed in steps 27 - 34 (pages 15 - 17).

44 Feed the new Powercord assembly through the Baseplate.

45 Connect the Live and Neutral wires to the corresponding 'piggyback` terminals. Connect the terminals to the Main PCB assembly.

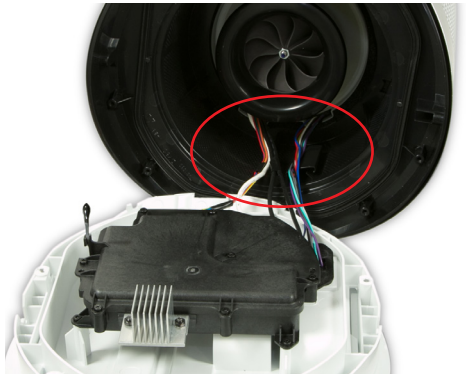
46 Ensure the Oscillation motor loom is seated correctly. Locate the Powercord grommet as shown.

47 Re-fit the clamp and T-8 screw to the Lower body housing.

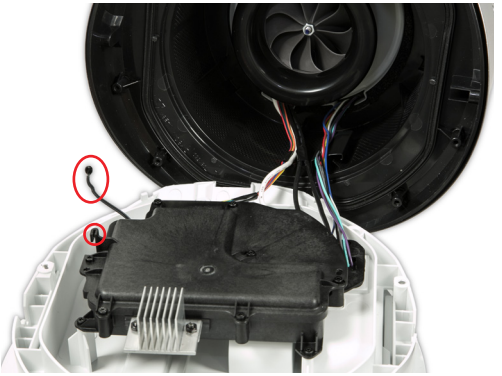
After fitting the Powercord assembly, fit the remainder of the parts as detailed in steps 27 - 34 (pages 15 - 17).

48 Remove the six 12mm T-10 screws and the two 8mm T-6 screws from the front and rear of the Tilt plate.

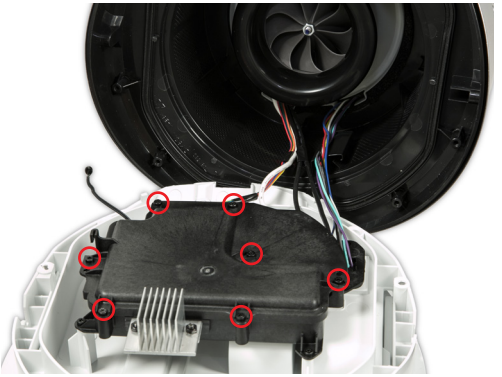
49 Carefully lift the Tilt Plate and Lower body housing away from the Main Body.
Note: the two assemblies will be held together with wiring looms.



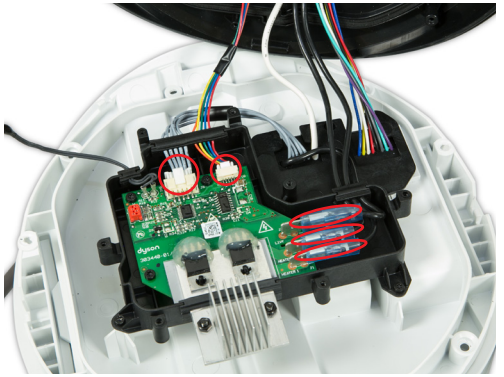
50 Carefully release the looms from the channel in the Main body.

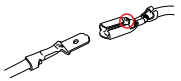


51 Carefully release the Thermo sensor wire.

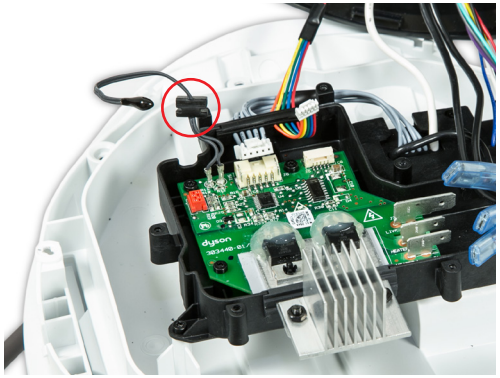


52 Remove the seven 10mm T-8 screws from the Triac PCB cover.
Remove the cover.

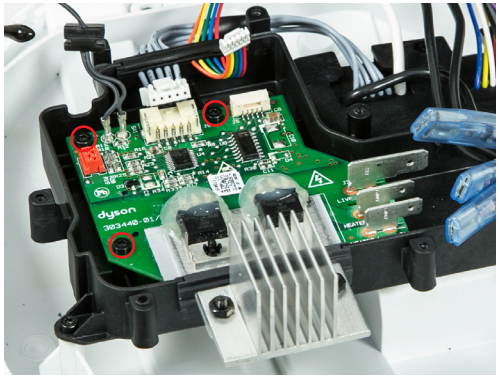




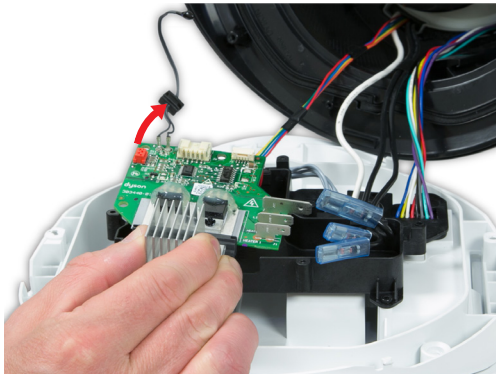
53 Carefully release the highlighted connectors.



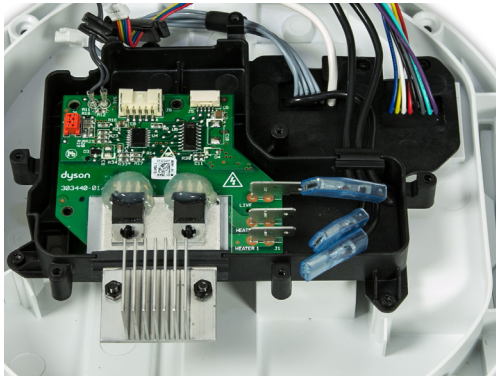
54 Carefully release the Thermo sensor grommet from the Tilt Plate.



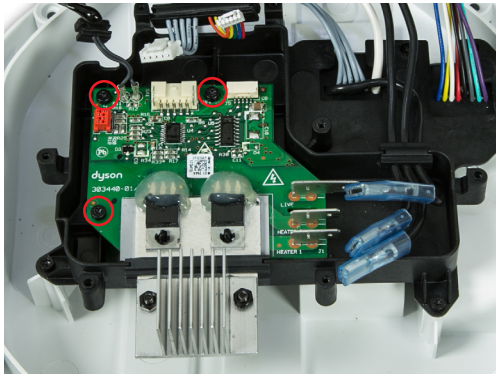
55 Remove the three 10mm T-8 screws.



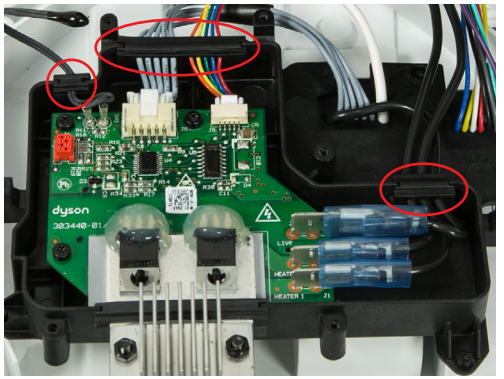
56 Remove the Triac PCB from the housing as shown.



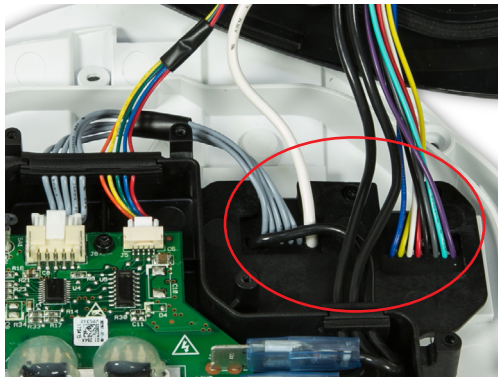
57 Locate the new Triac PCB assembly into the Tilt Plate.



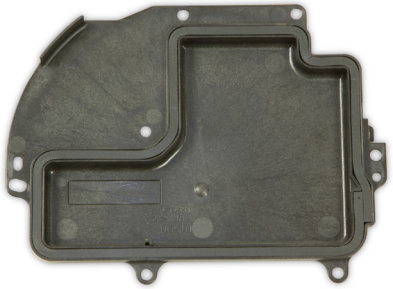
58 Fit the three 10mm T-8 screws.



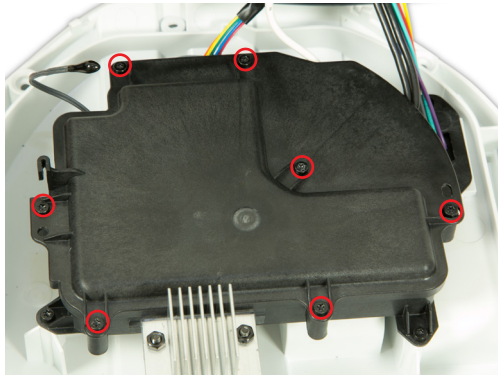
59 Connect all the wires and grommets to the Triac PCB.
Important: ensure all grommets are adequately seated.



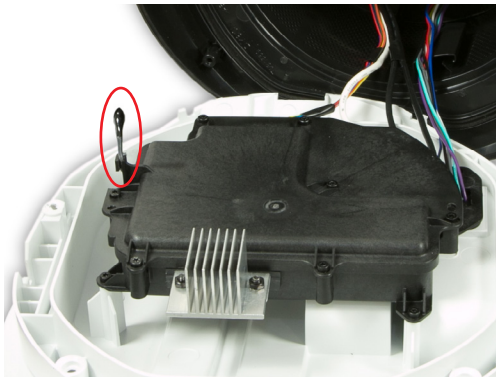
60 **Important:** to minimise the risk of trapping, ensure all looms are dressed as shown.



61 Ensure the foam seal is still located correctly within the Triac PCB cover. **Important:** If the seal shows any sign of wear, ensure you replace it with a new one.



62 Place the PCB cover over the PCB and fit the seven 10mm T-8 screws.



63 Retain the Thermo Sensor into the PCB cover.

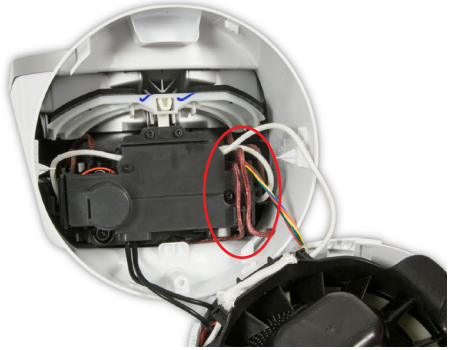
64 Locate the Lower Body Housing. **Important:** ensure all wires are away from any potential trap areas and the looms are safely retained in the channel in the Main body.

65 Fit the six 12mm T-10 screws and two 8mm T-6 screws into the front and rear of the Tilt plate.

66 Press the release buttons on either side of the Filter assembly.
Lift the Filter assembly over the AMP assembly.

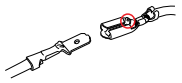
67 Remove the two 10mm T-8 screws from either side of the AMP assembly.

68 Gently twist the Amp assembly anti-clockwise and carefully release the Amp from the Main Body.
Note: the two assemblies will still be connected with wiring looms.

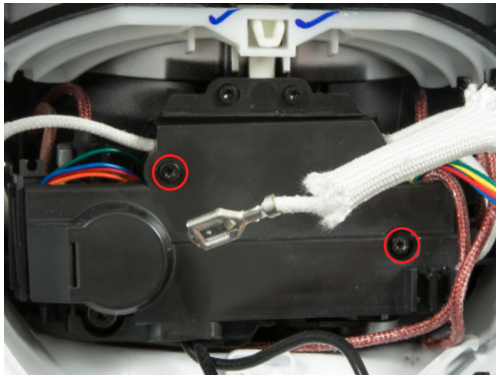


69 Carefully release the wires from the retainer in the cover.

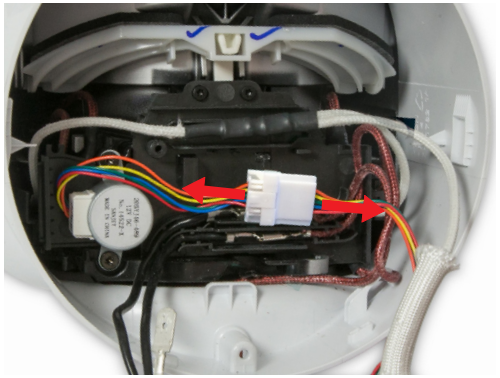
70 Remove the Neutral wires from the holder in the Motor bucket assembly. Slide the Glass cloth sleeve away from the neutral terminals.



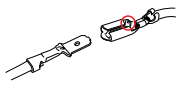
71 Carefully disconnect the the Neutral wires.
Important: Keep the Glass cloth sleeve safe as you will need this for re-fitting.



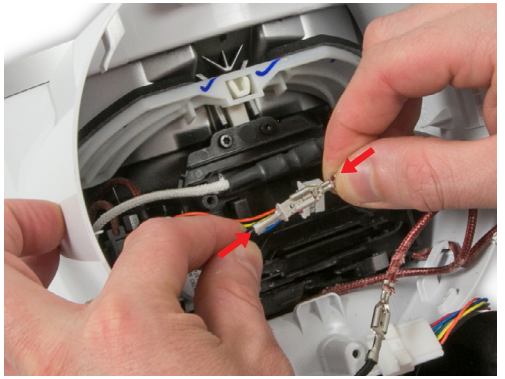
72 Remove the two T-8 screws in the cover.
Remove the cover.



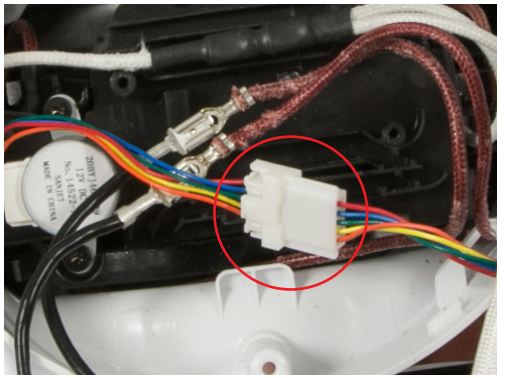
73 Release the Mode Motor harness from the retainers. Separate the harness.



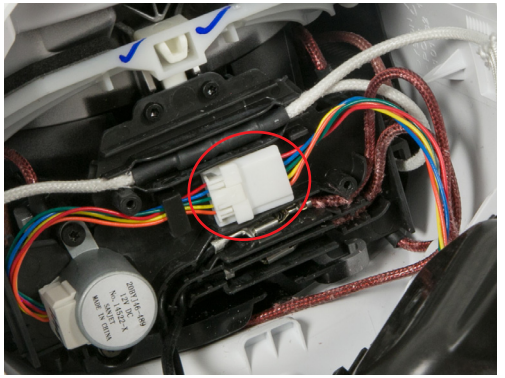
74 Carefully disconnect the two heater wires.



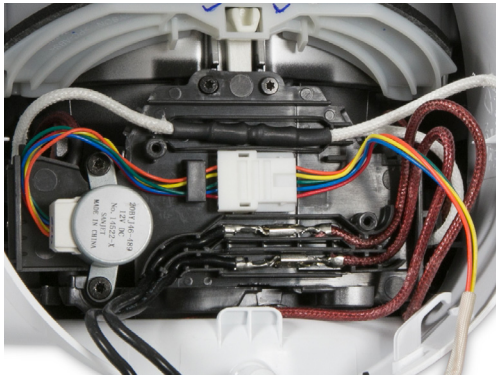
75 Connect the black heater wires.



76 Connect the Flow Mode Motor harness.

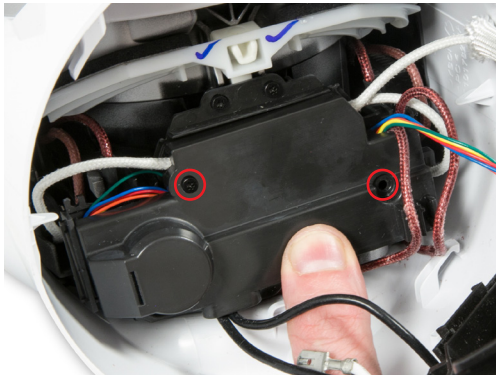


77 Carefully dress the wires neatly into the retainers provided within the terminal holder.



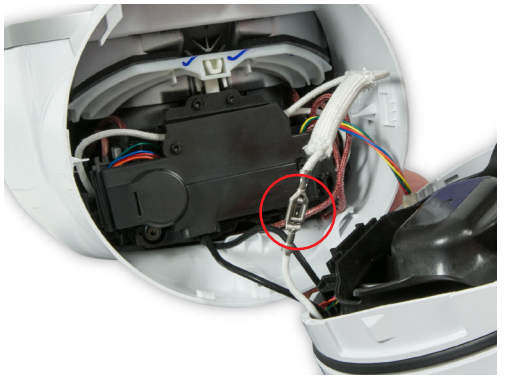
78 **Important:** ensure all wires are dressed correctly and away from any potential trap areas.

79 Carefully locate the ledge on the cover into the gap in the terminal plate.
Important: it is crucial that there are no wires trapped between the cover and the plate.

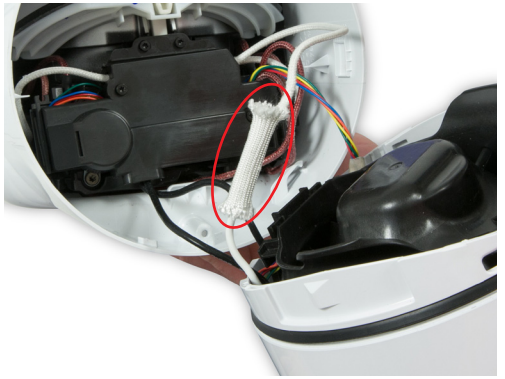


80 Securely hold the cover down whilst fitting the two T-8 screws.

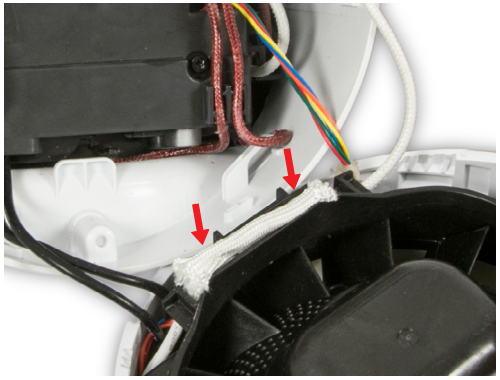
81 **Important:** slide the Glass cloth sleeve over the Amp side of the Neutral wire.



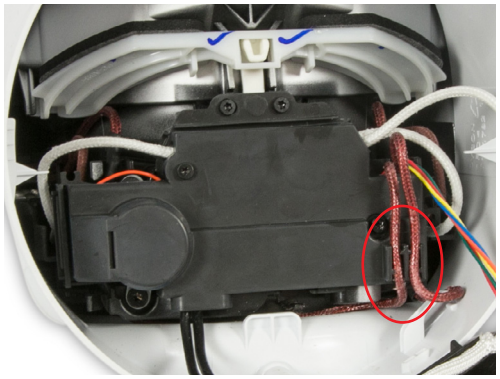
82 Connect the two Neutral wires.



83 **Important:** position the Glass cloth sleeve entirely over the connections.



84 Important: securely locate the Glass cloth tape into the retainer provided.



85 Carefully dress the wires into the retainers in the terminal cover.

86 Position the Amp onto the Main body. Twist the Amp clockwise and lock into place.

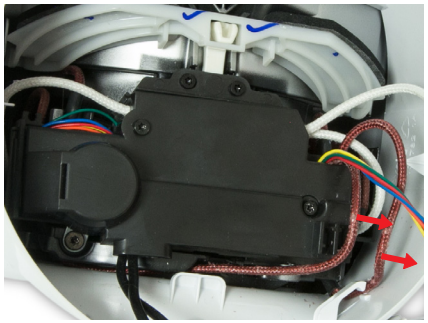
87 Fit the two 10mm T-8 screws into either side of the Amp assembly.

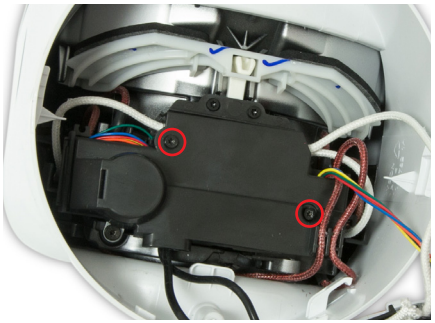
88 Lock the filter into place.

89 Press the release buttons on either side of the Filter assembly. Lift the Filter assembly over the Amp assembly.

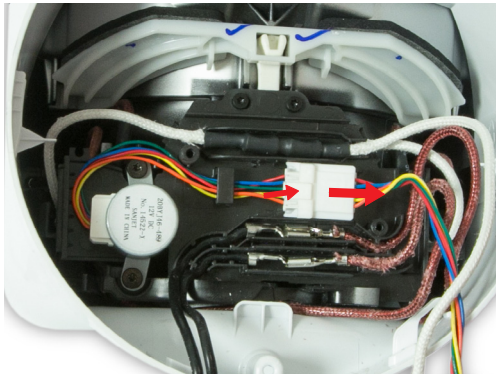
90 Remove the two 10mm T-8 screws from either side of the AMP assembly.

91 Gently twist the Amp assembly anti-clockwise and carefully release the Amp from the Main Body.
Note: the two assemblies will still be connected with wiring looms.

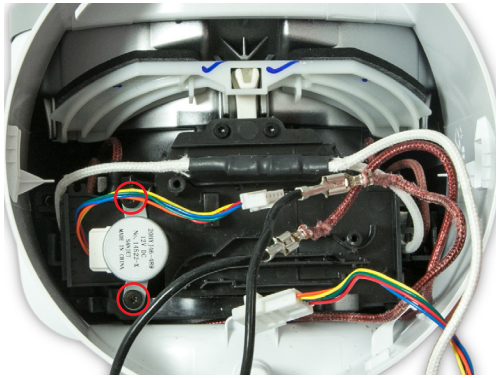




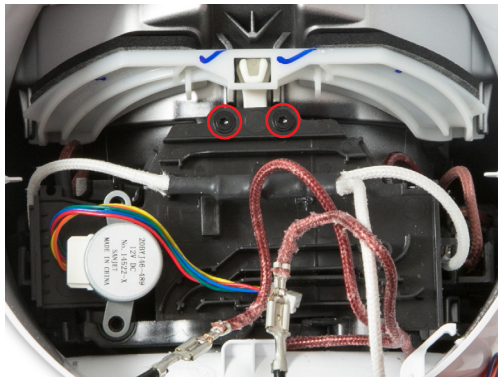
92 Carefully release the wires from the terminal cover. Remove the two T-8 screws in the terminal cover. Lift off the cover.



93 Release the Mode Motor harness from the retainers. Separate the harness.

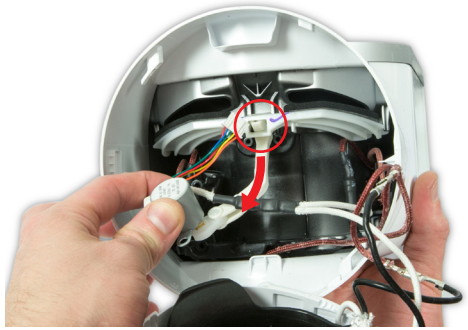


94 Remove the two T-10 screws holding the Flow mode motor.

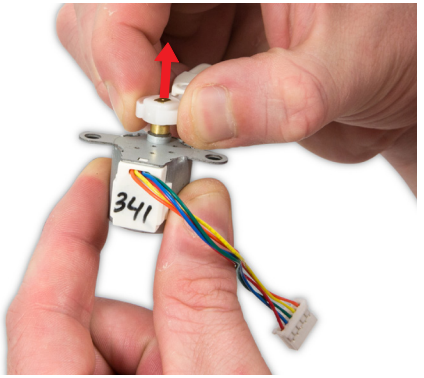


95 Remove the two T-8 screws with captive washers holding the wiring plate to the Amp.

96 Release the Flow mode motor from the wiring plate.
Remove the plate.



97 Release the Motor lever arm from the Flow focus flap service assembly.

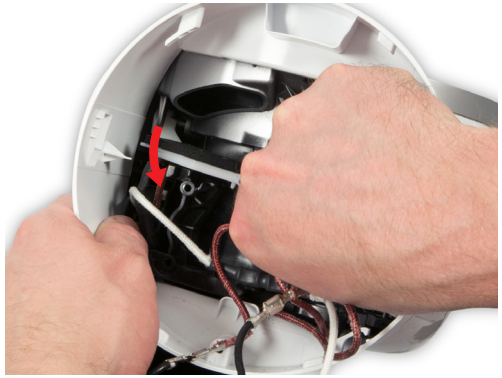


98 If the reason for the repair is to replace the Flow mode motor or any of the components attached to it you will need to remove these.
Pull the Motor Lever Arm from the motor.
If the reason for the repair is to replace the Flow focus flap service assembly go to step 100.

99 Release the Link Arm from the Motor lever arm.

For Flow mode motor, Motor lever arm or Link arm fitting instructions go step 104 (page 44).

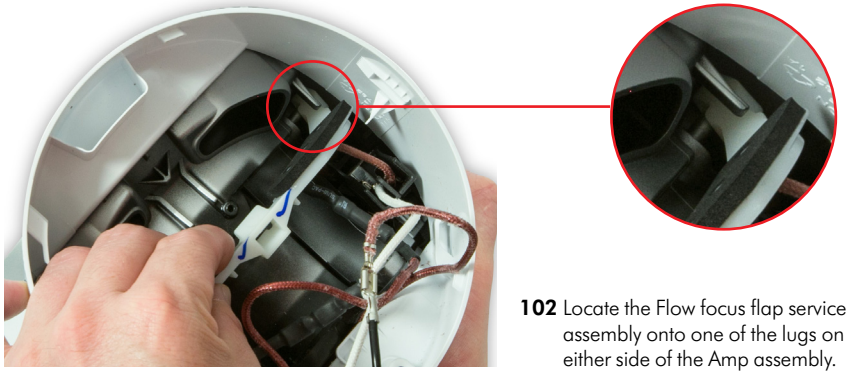
100 Release one side of the Flow focus flap service assembly.



101 Repeat with the opposite side.

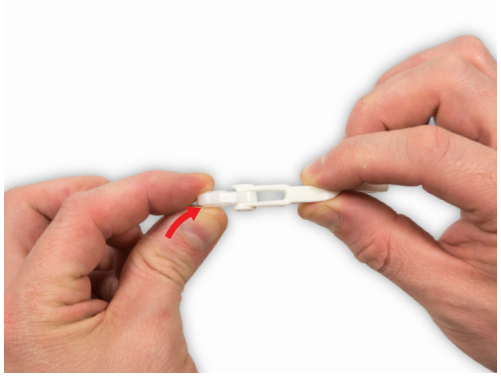
Flow mode motor and Flow focus flap assembly - fitting

If the reason for the repair is to replace the Flow mode motor or any of the components attached to it go to step 104.

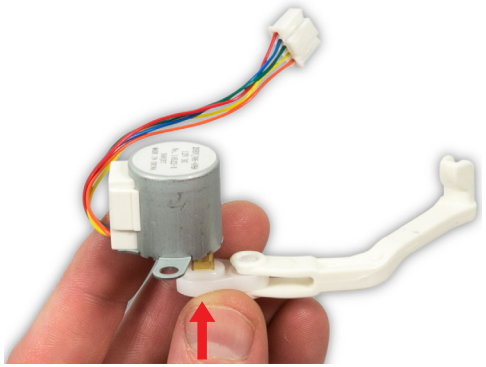


102 Locate the Flow focus flap service assembly onto one of the lugs on either side of the Amp assembly.

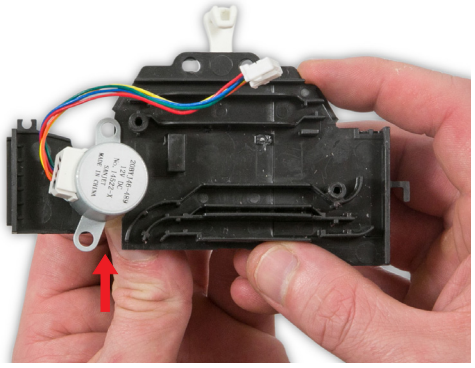
103 Locate the other side and test the movement of the flow focus flap assembly.



104 Clip the Motor lever arm onto the Link arm.

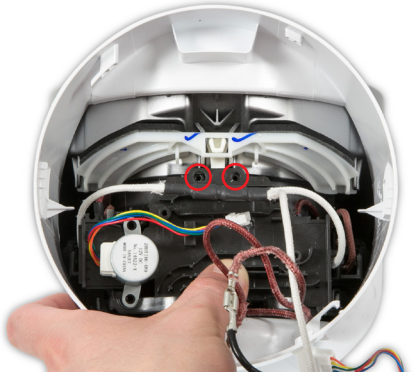


105 Slide the Link arm onto the Flow mode motor.
Note: orientate as shown.



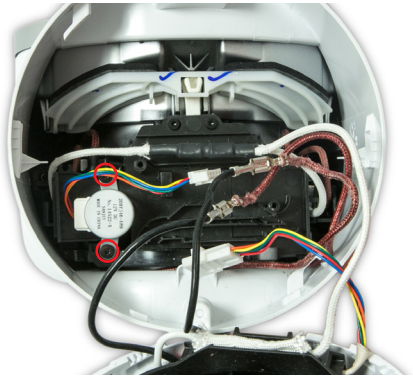
106 Slide the Flow mode motor into the wiring plate as shown.

107 Position the end of the Motor lever arm into the hole in the Flow focus flap service assembly.

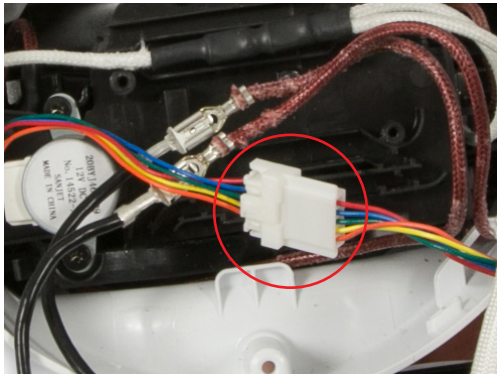


108 Ensure all wires are clear and position the wiring plate over the screw bosses.

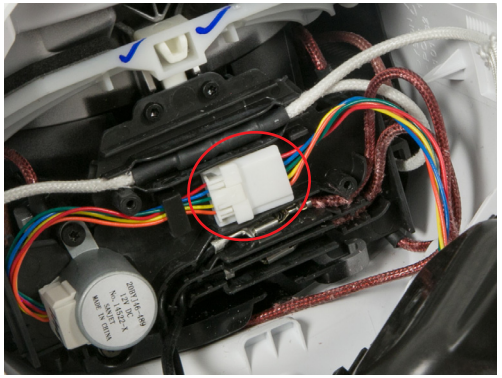
109 Fit the two 10mm T-8 screws with captive washers in the wiring plate.



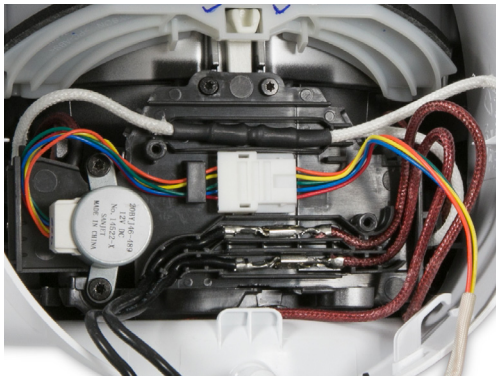
110 Fit the two 10mm T-10 screws into the Flow mode motor.



111 Connect the Flow Mode Motor harness.

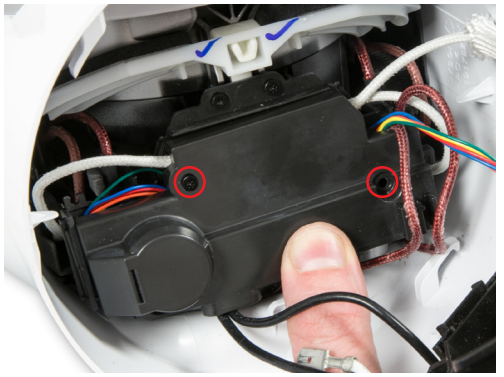


112 Carefully dress the wires neatly into the retainers provided within the terminal holder.

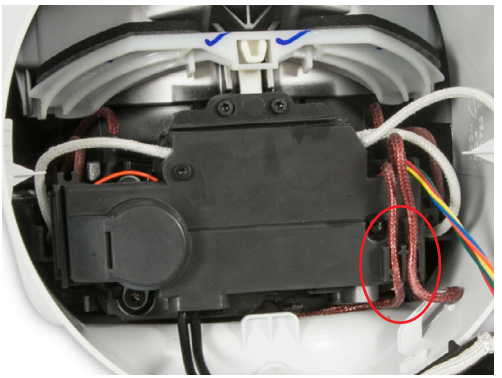


113 Important: ensure all wires are dressed correctly and away from any potential trap areas.

114 Carefully locate the ledge on the cover into the gap in the terminal plate.
Important: it is crucial that there are no wires trapped between the cover and the plate.



115 Securely hold the cover down whilst fitting the two T-8 screws.



116 Carefully dress the wires into the retainers in the terminal cover.

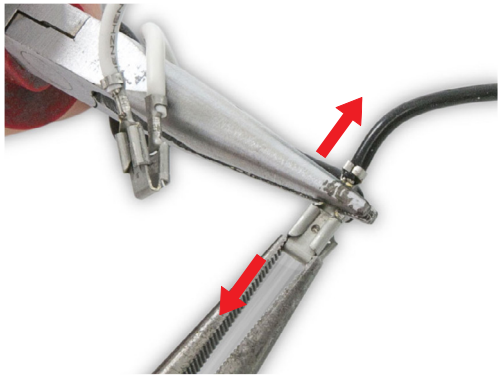
117 Position the Amp onto the Main body. Twist the Amp clockwise and lock into place.

118 Fit the two 10mm T-8 screws into either side of the Amp assembly.

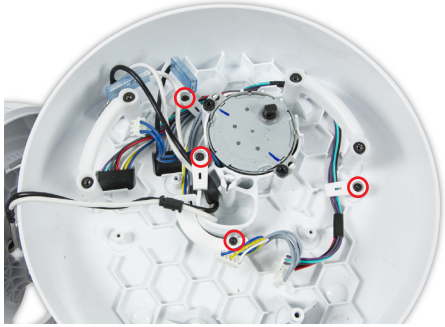
119 Lock the filter into place.

Main motor and bucket assembly - removal

Before continuing the following sections need to be followed as previously shown:
Amp assembly - removal pages 31 - 33; LCD and PCB, Main PCB, Oscillation motor and Powercord assembly - removal (steps 01 - 09 and 13 - 14 only).



120 Using two pairs of long nosed pliers very carefully separate the Live and Neutral wires from the 'Piggyback' terminals.



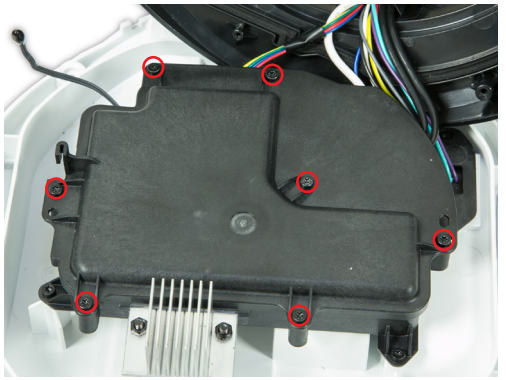
121 Release all wires from the clamps in the Lower body housing. Remove T-8 screws and clamps were necessary.

122 Ensure all wires are free from being caught.

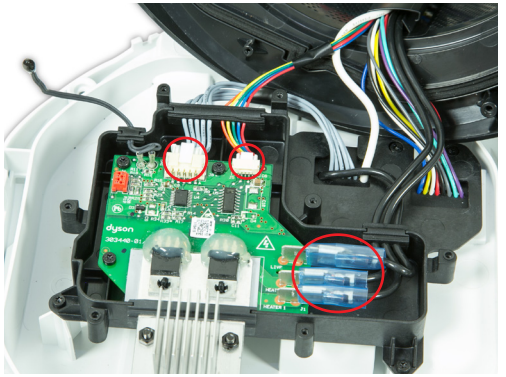
123 Remove the six 12mm T-10 and two 8mm T-6 screws from the front and rear of the Tilt plate.

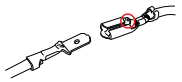
124 Carefully lift the Tilt plate and Lower housing away from the Main body.
Warning: the two assemblies will be held together with wiring looms.

125 Carefully release the Thermo sensor wire.

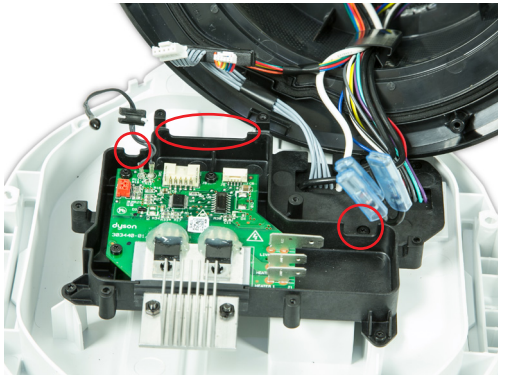


126 Remove the seven 10mm T-8 screws from the Triac PCB cover.
Remove the cover.

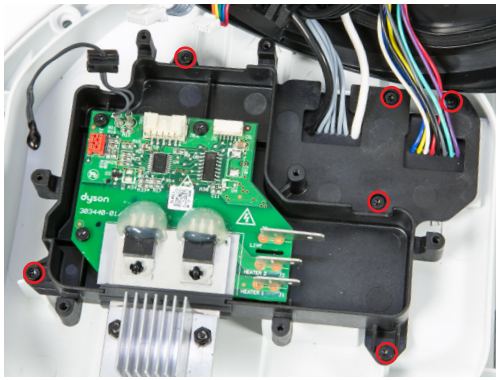




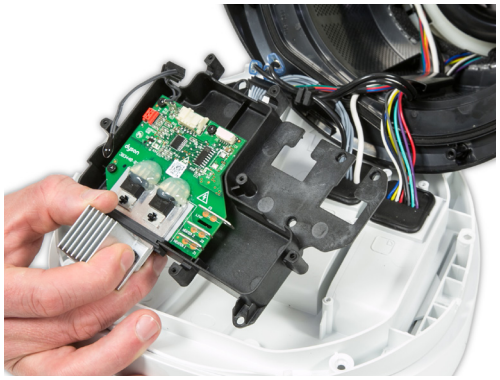
127 Carefully release the highlighted connectors.



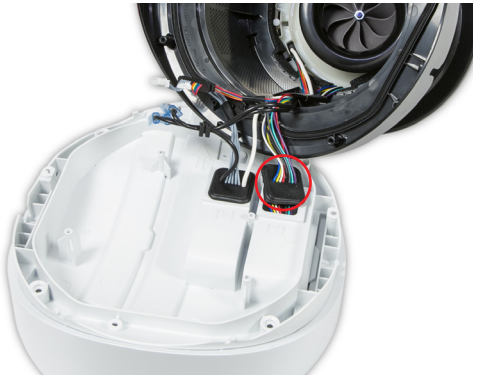
128 Release the highlighted grommets from the PCB housing.



129 Remove the six 10mm T-8 screws from the PCB housing.

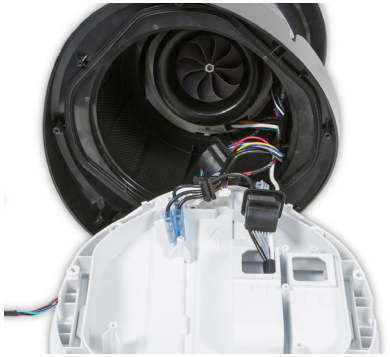


130 Release the PCB housing.



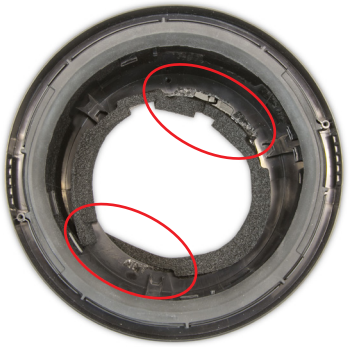
131 Peel the Motor loom grommet from the Tilt plate.

132 From inside the Lower body housing, push the Motor grommet through.
Pull the Loom through the Tilt plate.



133 Repeat with the main Amp loom.

134 Ensure all the looms are free from the retainer inside the Main body housing.
Lift the Motor and bucket assembly away from the Main body housing.



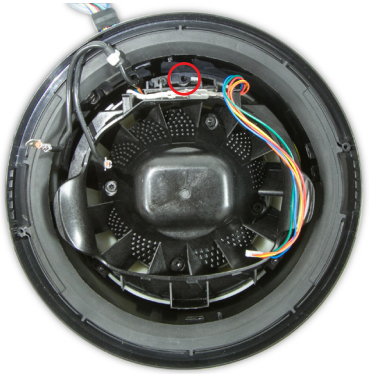
135 Check the Motor bucket foam seal for any damage.
If the Motor bucket foam seal does not need replacing go to step 133.

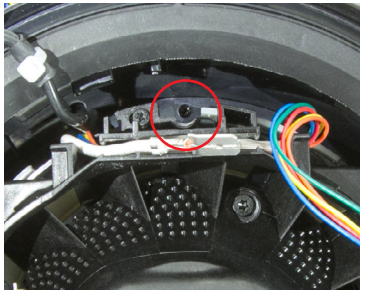
136 If the Seal needs replacing remove it from the shelf inside the Main body. Ensure any glue residue is removed.

137 Locate the new seal within the groove in the Motor bucket.

138 Peel the backing tape off the Foam seal.

139 Feed the wiring looms through the Main Body.

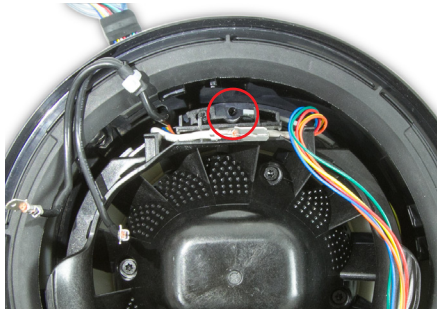




140 Ensure the Motor and Bucket assembly is lined up with the details on the Main body shelf.

141 Firmly press the Motor and bucket assembly into the Main body to ensure the Seal is firmly stuck.

142 Lift the Motor and bucket assembly out of the Main body and check to ensure the Seal is seated correctly.



143 Feed the wiring looms through the Main body.
Ensure the Motor and bucket assembly is lined up with the details on the Main body shelf.

144 Feed the Motor loom through the Tilt plate and into the Lower body housing.

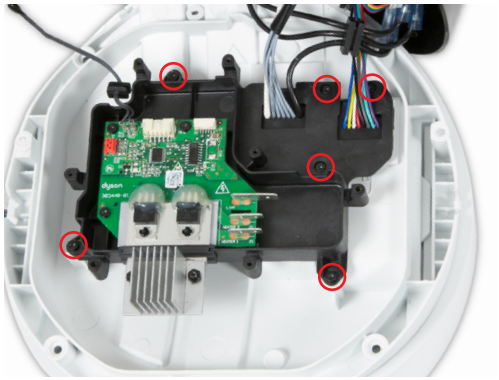
145 Seat the smaller motor loom grommet securely into the Lower body housing.

146 Securely seat the larger motor loom grommet into the Tilt plate.

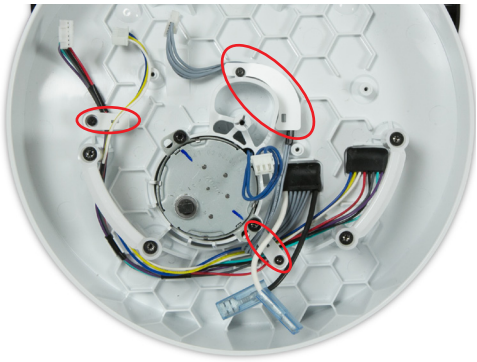
147 Feed the Main Amp loom through the Tilt plate and into the Lower body housing.

148 Seat the smaller main Amp loom grommet securely into the Lower body housing.

149 Securely seat the larger main Amp loom grommet into the Tilt plate.



150 Position the Triac PCB assembly housing onto the Tilt plate. Fit the six 10mm T-8 screws.

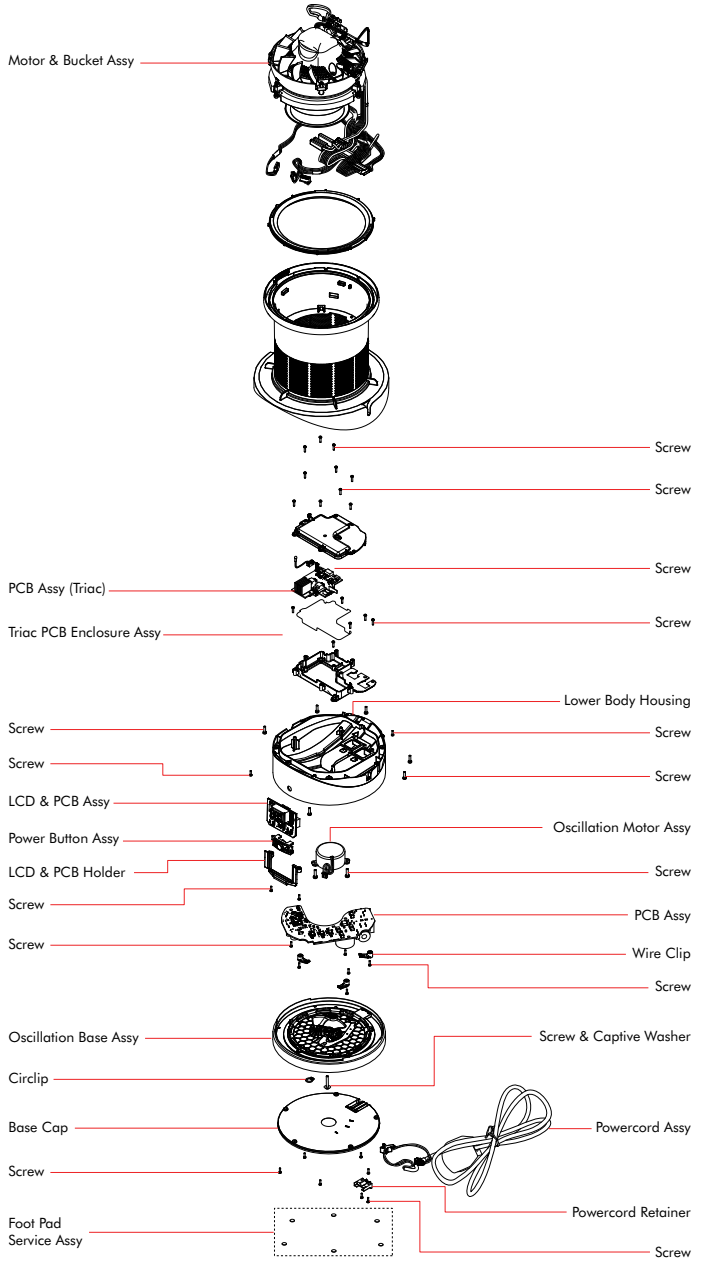


151 Dress the Looms into the retainers and clamps provided within the Lower body housing.

152 Connect the Live and Neutral 'Piggy back' terminals.

After connecting the looms to the Triac PCB, continue by fitting the following parts as previously shown:
Triac PCB assembly - fitting pages 26 - 28, steps 59 - 65
LCD & PCB assembly, Main PCB, Oscillation motor & Powercord assembly - fitting pages 17 - 18, steps 35 - 38
Amp assembly - fitting page 32

Parts diagram
Main body assembly



Amp assembly