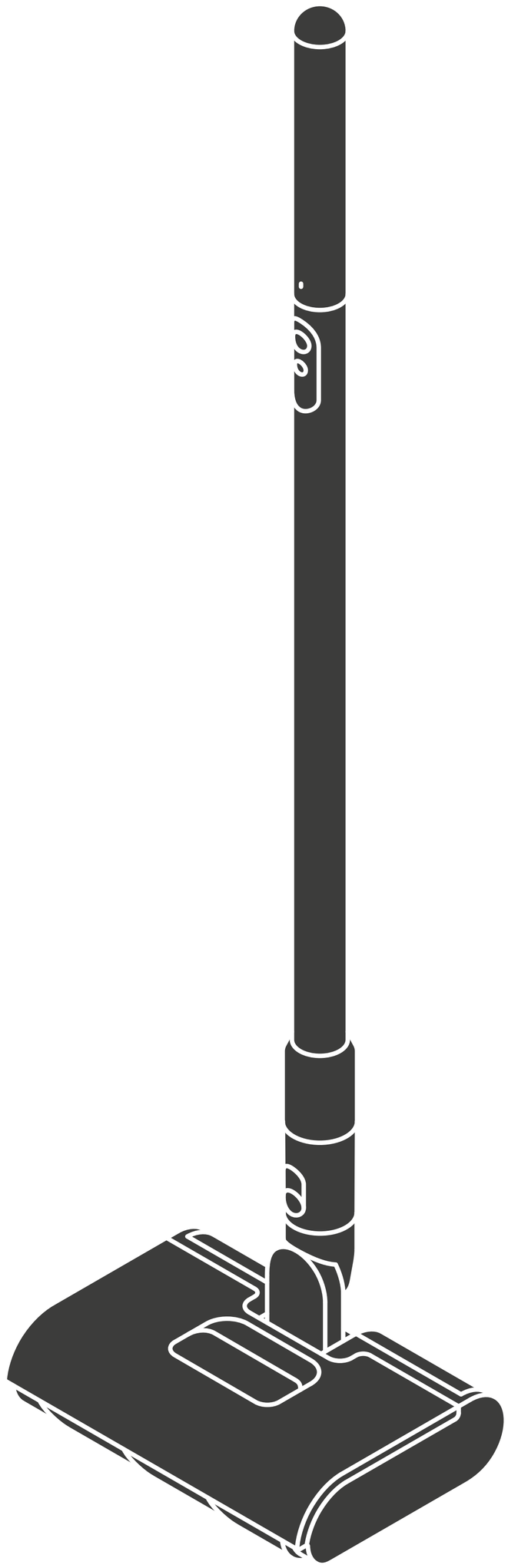
W1 pencilwash

User guide

SV12 JN.00000 PN.000000-00-00 00.00.00
VERSION NO.01



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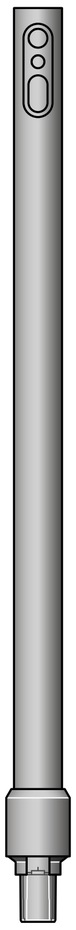
dyson

In the box

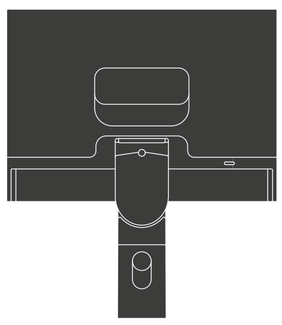
Your machine is boxed in 3 parts:
1. Battery
2. W1 PencilWash™ wand
3. W1 PencilWash™ cleaner head

Click the battery to the top end of the wand. Attach the wand to the cleaner head. Fully charge before first use.

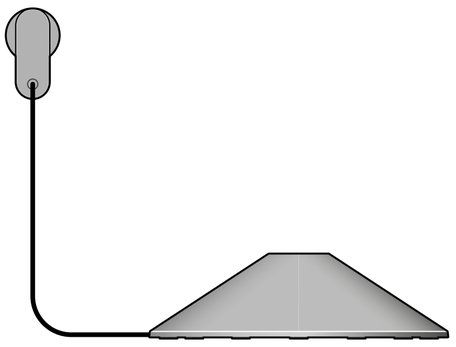
Battery



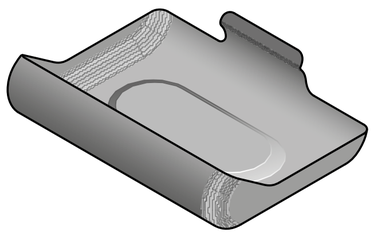
W1 PencilWash™ wand



W1 PencilWash™ cleaner head
Remove wet and dry debris, hair and stains from hard floors.



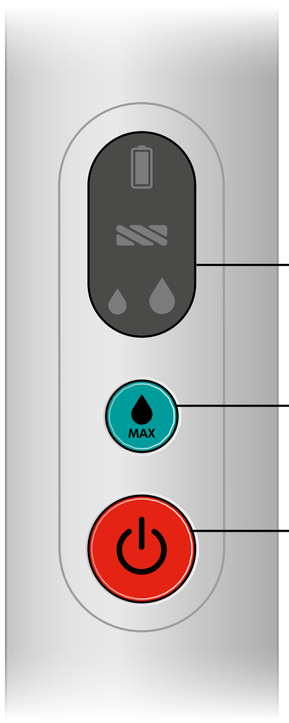
Wand charging dock
Charging dock with stand, plug, connector and cable. Charges your machine ready for your next clean.



Cleaner head clip-on drip tray
To store and transport the cleaner head.

Getting started

Get to know your machine's controls



Modes

Standard mode

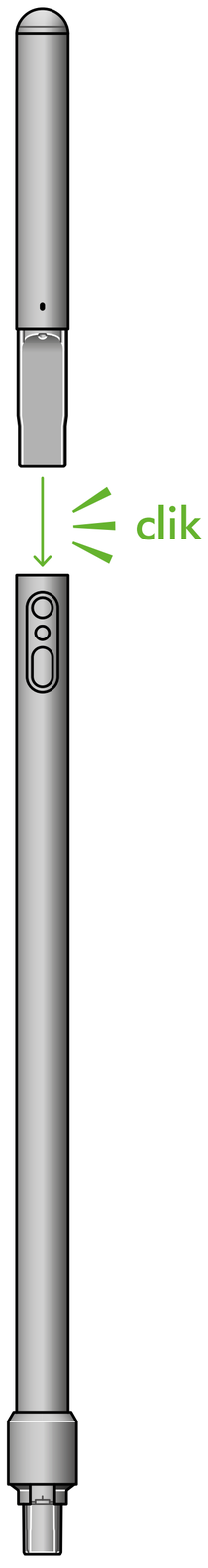
MAX mode 1

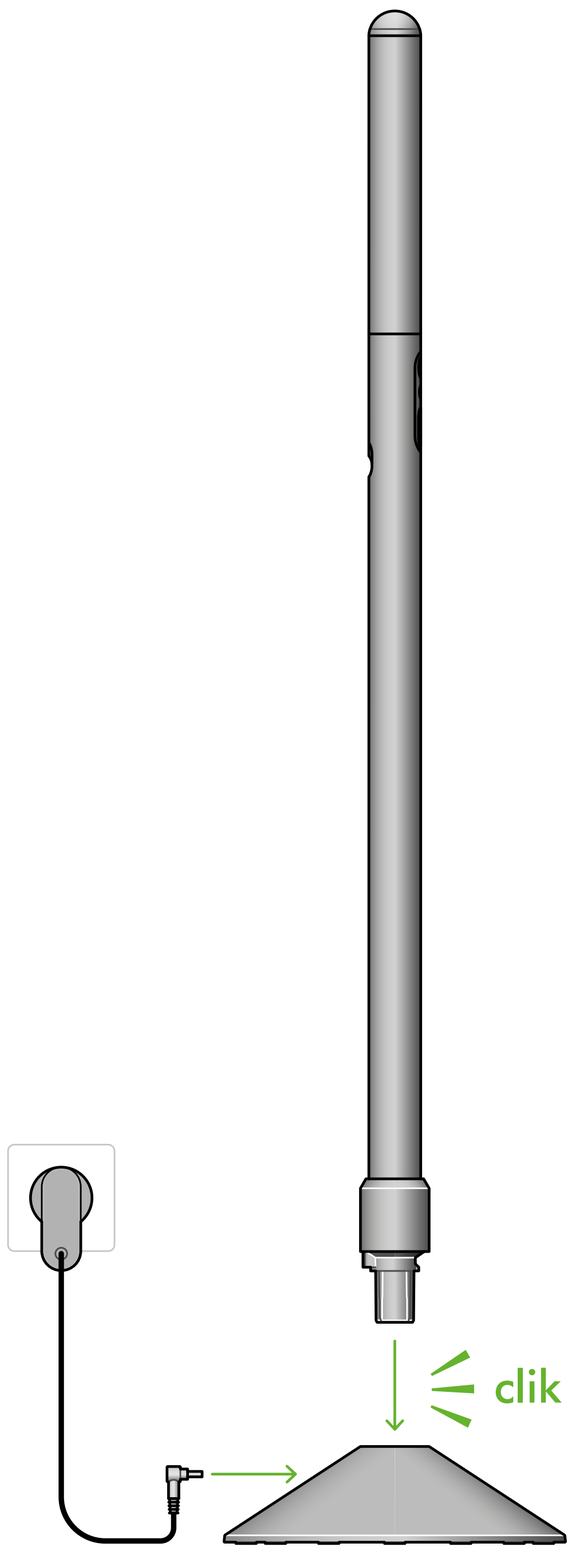
MAX mode 2

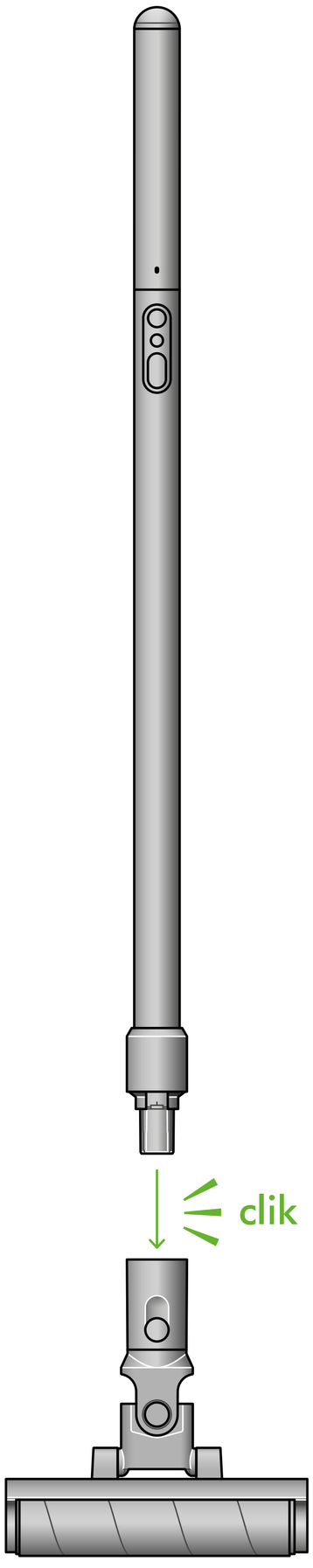
Step 1
Click the battery into the top part of the wand until it locks in place.

Step 2
Place the wand on the wand charging dock and fully charge before first use.

Step 3
Click the wand into the cleaner head.







The LED screen

The LED screen displays helpful information and alerts, such as the selected mode and battery status.

Cleaning
Press the Power button to begin cleaning.

Choose the power mode to suit the task
Standard or MAX.

Standard mode
For everyday cleaning, light spills and debris.

Your machine's default mode.

MAX mode 1
For spot-cleaning stains and dried-on dirt.

Press and release the MAX button once to activate. The mode will last for 5 seconds before returning to the default mode.

MAX mode 2
For cleaning larger areas of stains and dried-on dirt.

Press and hold the MAX button to activate. The mode will last for a maximum of 60 seconds, or until you release the button, before returning to the default mode.

Tip: Use MAX mode sparingly to prevent rapid depletion of the clean water tank.

The LED screen

Battery charging
Battery icon is flashing blue.

Battery is low (5%-10%)
Battery icon is solid orange.

Battery is critical (<5%)
Battery icon is orange and flashing quickly.

Battery empty or too hot
Battery icon is flashing orange.

Battery too cold
Battery icon is flashing blue.

Non-Dyson battery detected
Battery icon is solid white.

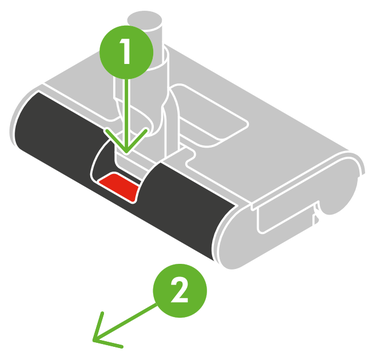
Cleaner head fault
Roller icon is flashing orange.

Your cleaner head may be blocked, dirty water tank not fitted correctly, or full.

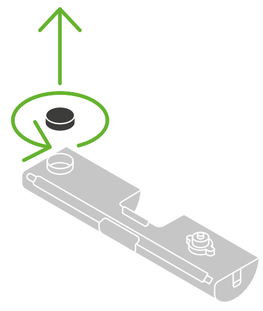
Non-Dyson attachment detected
Roller icon is solid red.

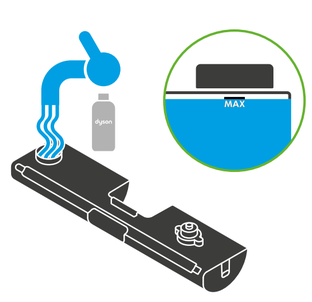
How to prepare your W1 PencilWash™ wet and dry cleaner

Step 1
Detach the clean water tank from the back of the cleaner head.



Step 2
Unscrew the cap. Fill the clean water tank with water to the ‘MAX’ line, or just below if adding cleaning solution.

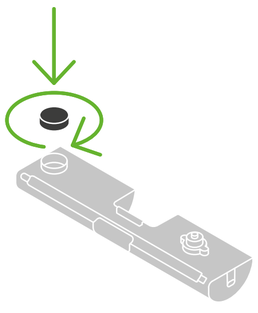


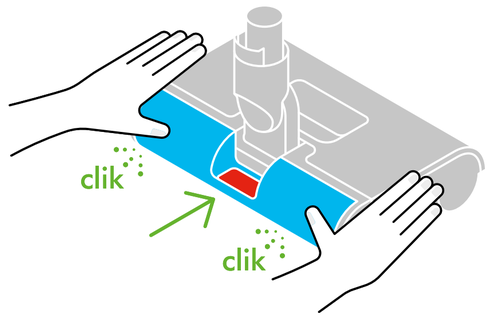


Step 3
If you decide to use cleaning solution while washing floors, add 10ml of Dyson cleaning solution. If not available, use any other low-foaming, non-bleach detergent.

You can confirm from the label if the detergent contains bleaching agents. For foaming, if unsure, you can dilute to the manufacturer’s recommendations in a small, sealed container, then shake for 20–30 seconds. If a large amount of foam is present then the detergent is not suitable for use.

Step 4
Refit the cap securely on the clean water tank.

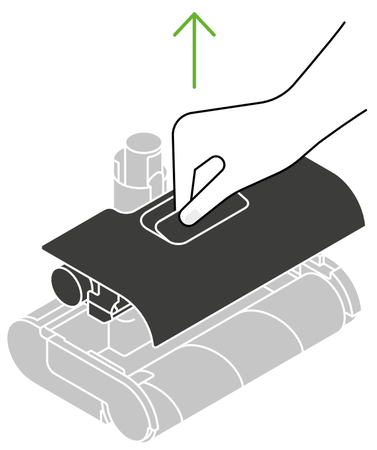




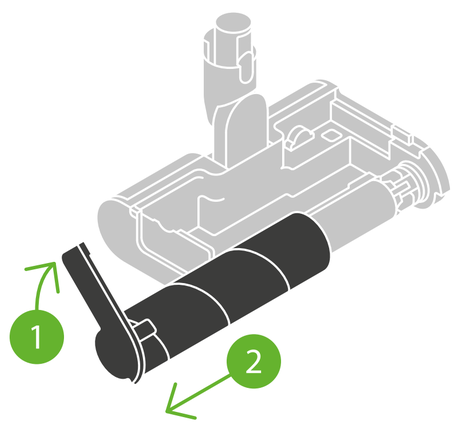
Preparing the roller for first use

Hydrate the roller before you use your machine for the first time

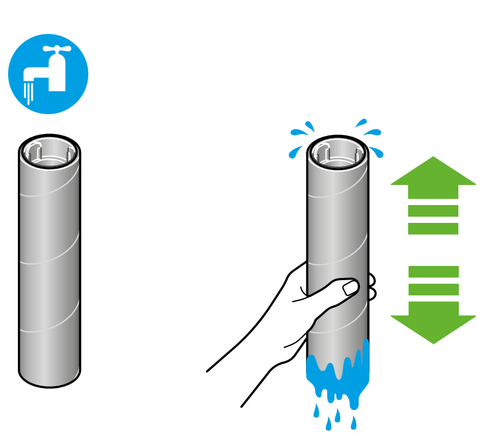
Step 1
Lift the waste system from the cleaner head.



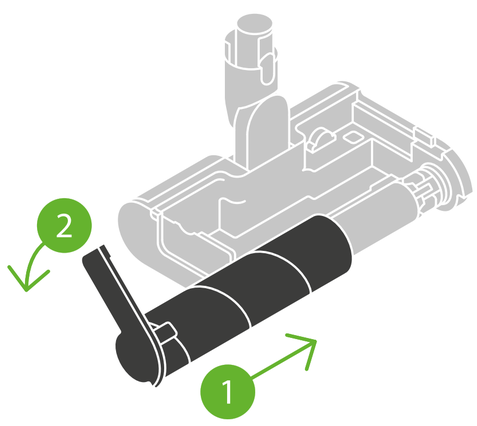
Step 2
Unlock and remove the roller from the side of the cleaner head, detaching it from the motor component.



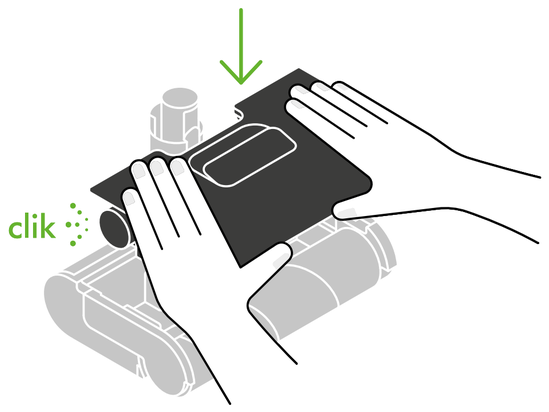
Step 3
Wash the roller under running water. Squeeze away any excess liquid.



Step 4
Reattach the roller to the end cap. Slide the roller onto the motor component and lock it from the side.



Step 5
Slot the whole waste system back into the cleaner head. Ensure that it's fully locked into place by pressing firmly on the central red lever until you hear a click.



Using your W1 PencilWash™ wet and dry cleaner

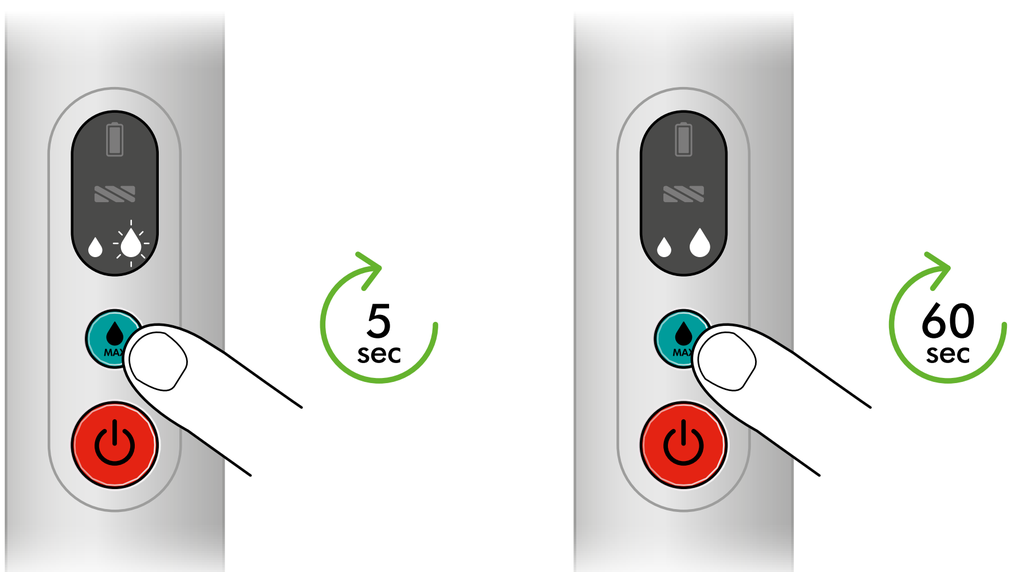
Step 1
Start by pressing the Power button. You'll have hydrated the roller when preparing your machine, but for subsequent uses, allow 10 seconds for the roller to be fully hydrated in MAX mode.

You can use your machine until the clean water tank runs low, or the battery runs out, or the tank full signal lights up. To resume cleaning after one of these events, empty the waste tray, refill your clean water tank and/or recharge the wand. You'll find further details in the maintenance section.

Do not attempt to use your machine with an empty clean water tank.

Step 2
Your machine starts in Standard mode as default.

Press the MAX button once to activate the mode for 5 seconds, or press and hold the MAX button to activate MAX mode for 60 seconds.

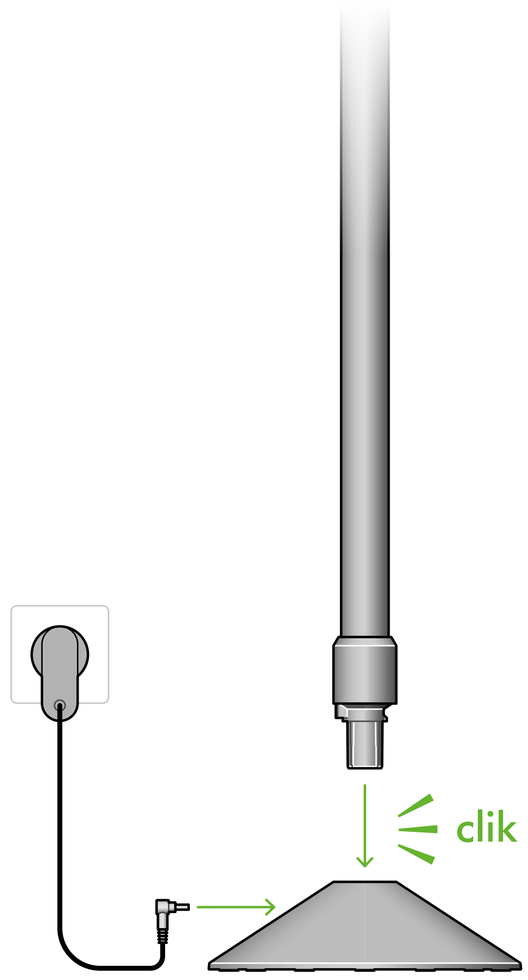


Step 3
For maximum pickup, move your machine slowly across debris and spills. For best results, clean in overlapping passes.

Maintenance

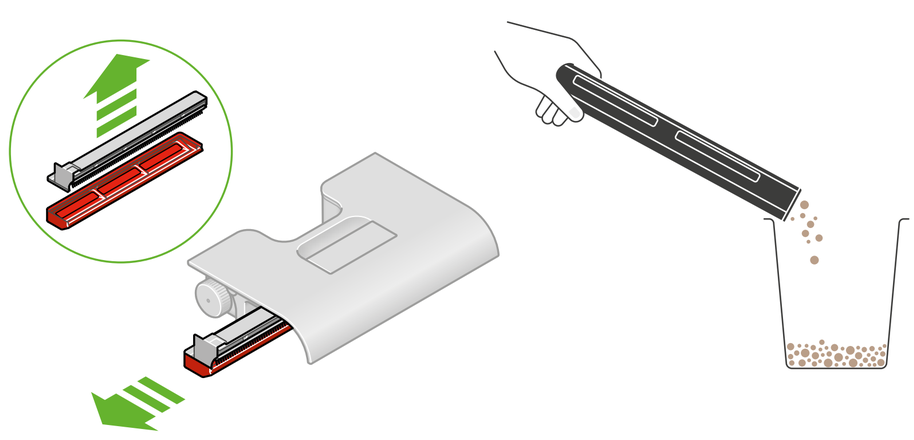
Recommend after every use

Step 1
Turn your machine off and return to its upright position.
Place the wand in the charging dock.

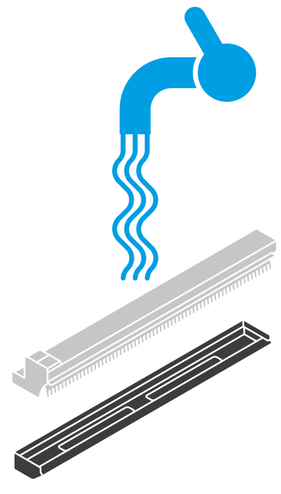


Step 2
Put the cleaner head in the drip tray immediately to prevent dirty water spillage. Carry the cleaner head on the drip tray to the sink.

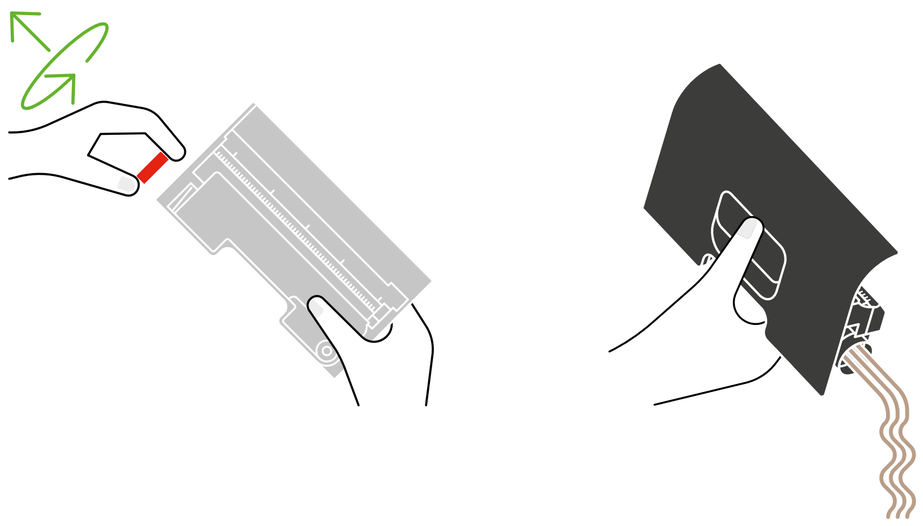
Step 3
Pull the debris tray from the side of the system, and tap any debris into the bin.



Step 4
Rinse the debris tray and anti-tangle comb with clean running water.



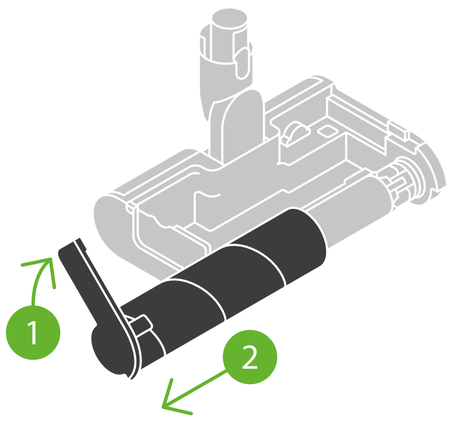
Step 5
Dispose of dirty water from the dirty water tank and rinse with clean water.

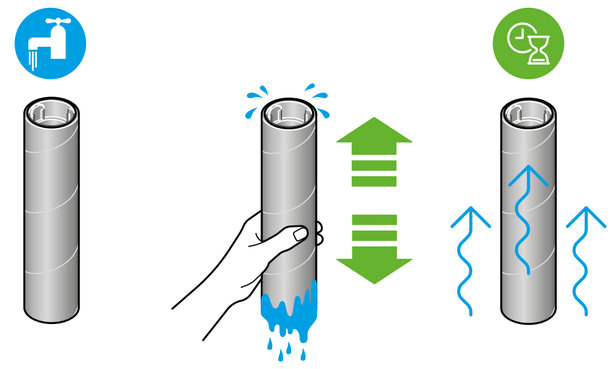


Maintenance

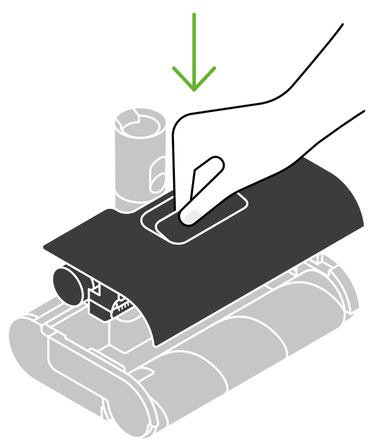
Recommend after every use

Step 6
Unlock and remove the roller. Wash with water and a household anti-bacterial solution, diluted according to the manufacturer's recommendation. Leave the wet roller upright, to air-dry in a warm, well-ventilated space. Leave for at least 24 hours.





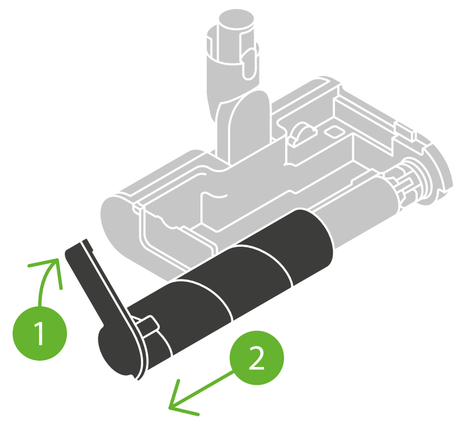
Step 7
Replace the roller and lock into place, then place the whole waste system back into the cleaner head. Ensure that it is fully locked into place by pressing firmly on the central red lever until you hear a loud click.



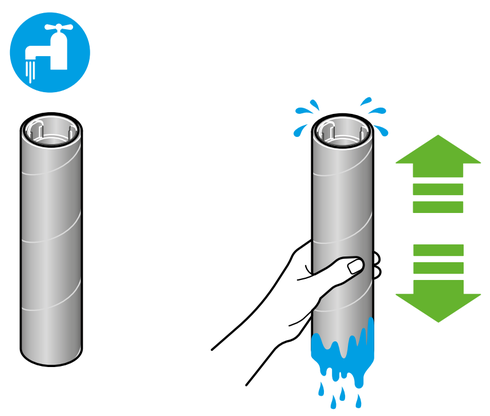
Maintenance

Recommended every two weeks

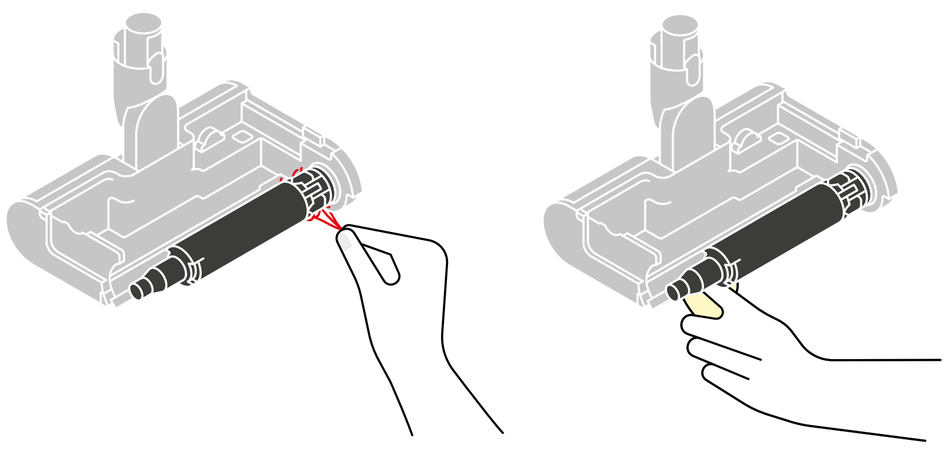
Remove the roller
Unlock and remove the roller from the side of the cleaner head, detaching it from the motor component.



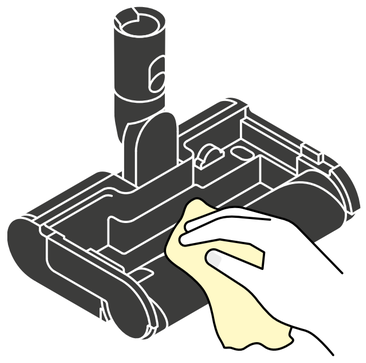
Wash the roller
Wash the roller in a sink, using warm water and gentle detergent. Squeeze to remove excess water and leave to dry.



Clean the end cap and the motor component
Remove any residue, debris or hair on the end cap and the motor component. Use a damp cloth to wipe clean if needed.



Clean the squeegee
Check behind the motor component to see if there is any residue left on the squeegee. Use a damp cloth to wipe clean if needed.



Reattach the roller
Reattach the roller to the end cap. Slide the roller onto the motor component and lock it from the side.

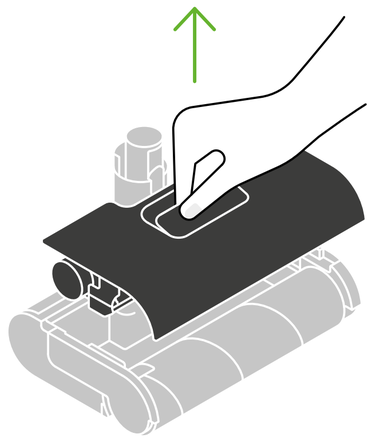
Clean the drip tray
Wipe with warm water, detergent and a cloth.

Maintenance

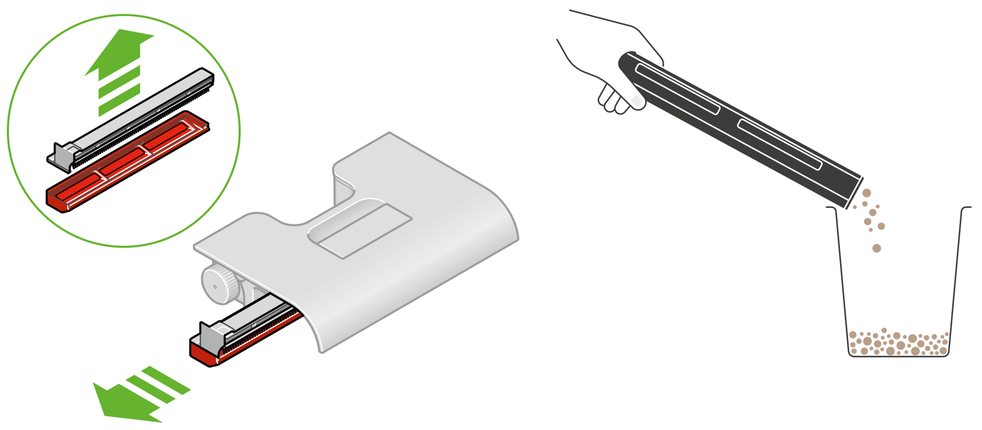
Recommended every six months – deep clean maintenance

Deep cleaning the debris tray

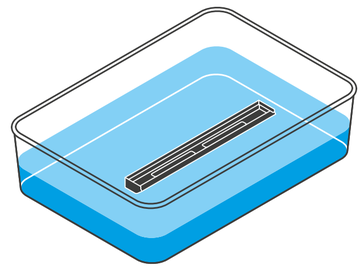
Remove the waste system
Gently lift the waste system from the cleaner head.
Once removed, hold the system upright when carrying.



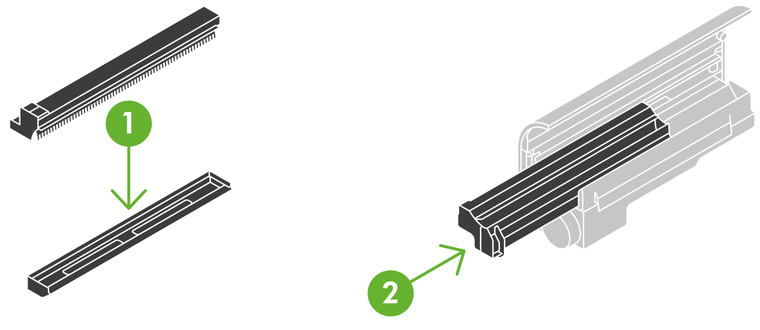
Dispose dry debris
Pull the debris tray from the side of the system, tap any debris into the bin.



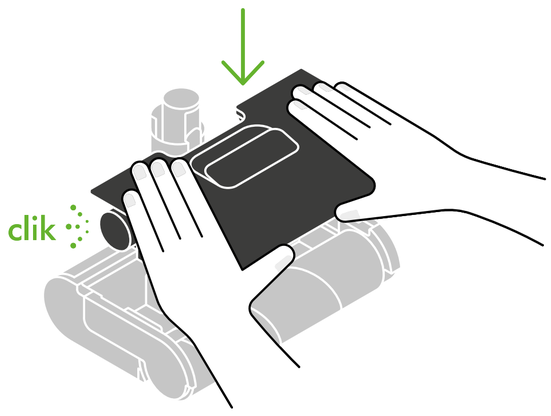
Soak the debris tray
Soak in citric acid/vinegar for one hour to remove limescale.



Re-assemble the waste system
Place the debris tray back into the waste system, ensuring it's fitted all the way in.



Replace the waste system
Slot the whole waste system back into the cleaner head.
Ensure that it's fully locked into place – you'll hear a click.
Place the machine on the dock.

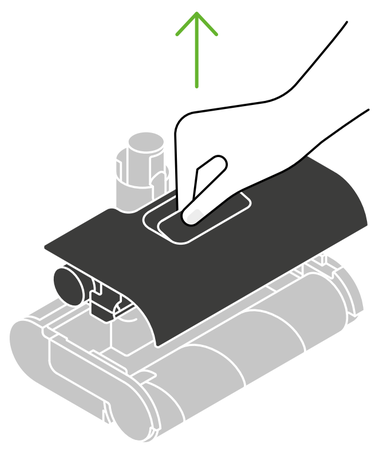


Maintenance

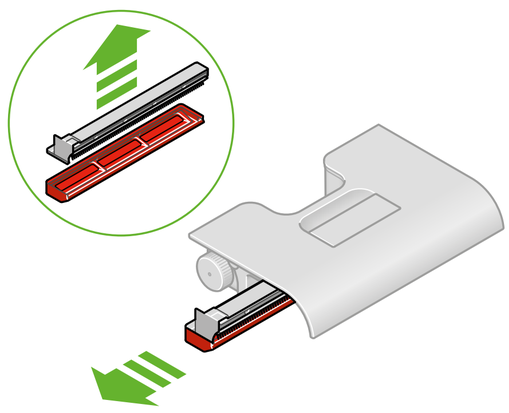
Recommended every six months – deep clean maintenance

Deep-cleaning the tank

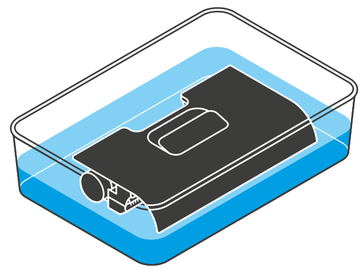
Remove the waste system
Gently lift the waste system from the cleaner head.
Once removed, hold the system upright when carrying.



Remove the debris tray
Pull the debris tray from the side of the system.

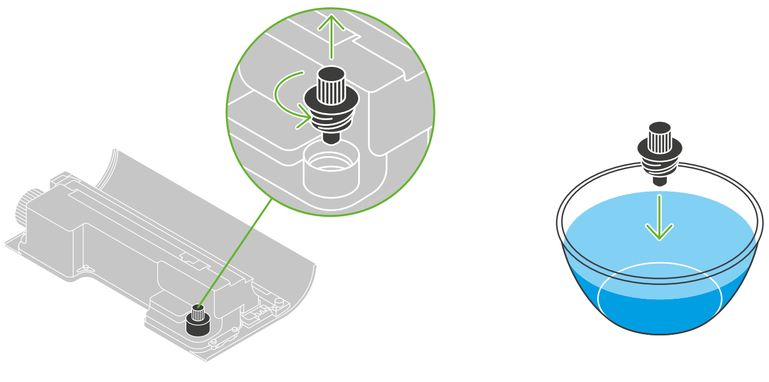


Clean the dirty water tank
Rinse the dirty water tank with warm water and detergent. The whole waste tank can be fully submerged in water and formulation for a deeper clean if necessary.

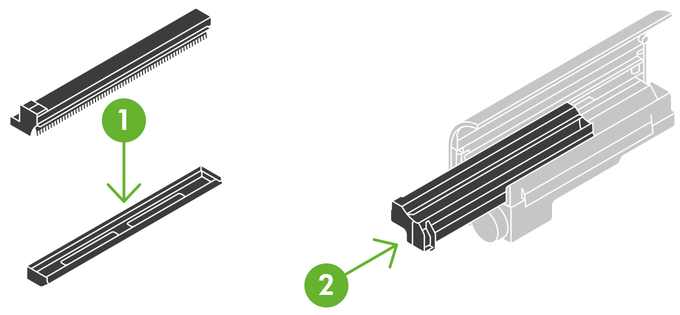


Clean the rubber dirty water tank cap
Rotate and remove the rubber cap from the bottom of the dirty water tank.

Wash in a sink using warm water, gentle detergent and a cloth. Run clean water through the gap on the dirty water tank to remove any remaining dirt.



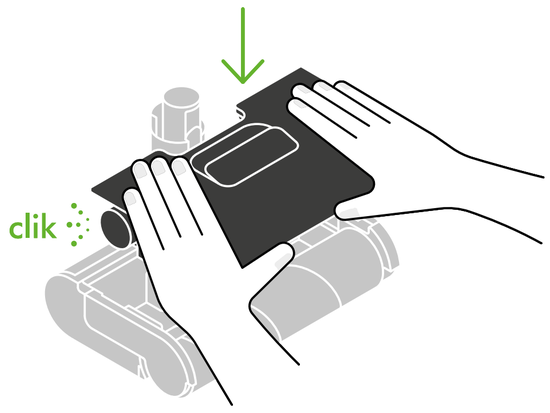
Re-assemble the waste system
Place the debris tray back into the waste system, ensuring it is fitted all the way in.



Maintenance

Recommended every six months – deep clean maintenance

Replace the waste system
Slot the whole waste system back into the cleaner head.
Ensure that it's fully locked into place – you'll hear a click.
Place the machine on the dock.



Replace the roller
Your microfibre roller has a lifespan of 43 hours.
We recommend you replace it every 6 months,
or when prompted to do so on the LED screen.

Battery and performance tips

Store the dock in a cool environment (<35°C) to best maintain battery health.

Always make sure there is water in the water tank while using the machine. Do not use the cleaner without any water.

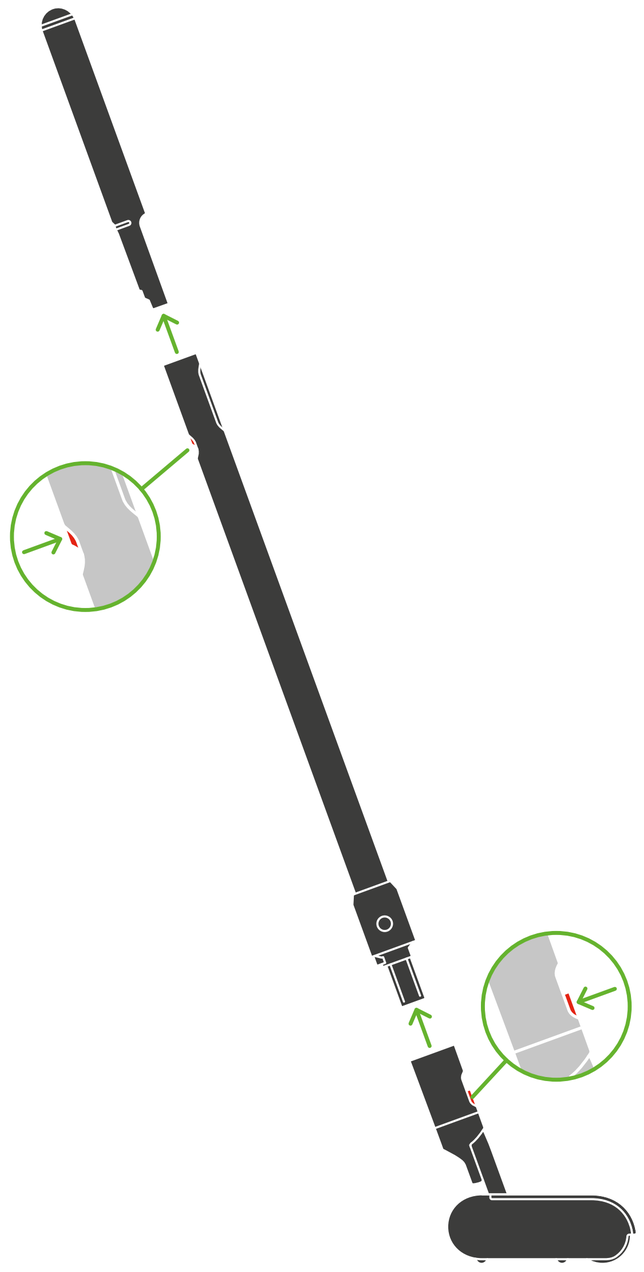
Avoid storing the cleaner with a dirty tank and dirty roller – always empty and clean after use.

Use MAX mode for stubborn stains.

Best performance achieved with Dyson cleaning solution.

Disassembling your machine

Should you need to store or repackage your machine, detach the cleaner head and battery from the main body, as shown opposite.



Support and service

Visit dyson.com/support for videos, tips, and spare parts ordering.

Contact Dyson Customer Care for assistance.