BUSH

Instruction manual

Bush Cordless
Rechargeable
Vacuum Cleaner 25.9V
Model: V21Q01Q62545EU



You'll soon be enjoying your new Bush 25.9V Cordless Stick Vacuum Cleaner.

It all begins here, with your instructions. Don't worry, there's nothing too technical coming up. Just simple, step-by-step guidance to get you up and running quickly. Sound good? Then let's get started.

Help and Guidance

We're here to help you get the most from your Bush **25.9V** Stick Vacuum Cleaner. Should you require any guidance; call our Help line on 0345 604 0105. Further contact details can be found online at: **www.bush-support.co.uk**

If you require any technical guidance or find that your product is not operating as intended, a simple solution can often be found in the **Troubleshooting** section of these instructions

Contents

1 Safety information
Power source 6
Ventilation heat and moisture 7
Warning 7
Battery safety 8

2 Getting to know your vacuum cleaner
Accessories 10
Part identification 11
Charging the vacuum 12

3 Assembling your vacuum cleaner
Wall mounting 16
Assembly 18

4 Using your vacuum cleaner
Getting started 22
Nozzle use 22

5 Care and maintenance
Maintenance 24
Emptying the dust container 24
Cleaning the filters 25
Cleaning the brush 27
Technical specification 28

6 Product support
Troubleshooting 30
Error Messages 30
Help and assistance 31
Guarantee 32

If you require any technical guidance or find that your product is not operating as intended, a simple solution can often be found in the **Troubleshooting** section of these instructions

Safety information 1



Safety information

Important - Please read these instructions fully before assembling or operating and retain for future reference

Power source

- For household and indoor use only
- Keep the appliance and its cord out of reach of children less than 8 years.
- Do not allow children to use the appliance without supervision.
- This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children unless they are aged from 8 years and above and supervised.
- Do not pull on the charge cable to disconnect from mains supply.
- Fully unwind the charge cable before plugging in and ensure the cable is positioned away from areas where it is likely to get damaged or cause a trip hazard.
- The output cord of this mains adaptor cannot be replaced. In the event of damage to the cable, jack plug or adaptor, the entire adaptor unit should be replaced.
- Connections must only be made via the mains adaptor supplied, never connect the appliance directly to the 240v mains supply.
- Never use the adaptor supplied with any other appliance.

Safety information

Important - Please read these instructions fully before assembling or operating and retain for future reference

- Remove mains adaptor from supply if appliance is unused for a long period of time, and during thunderstorms.
- Switch off and unplug when not in use and remove the battery before emptying, cleaning or servicing the appliance. Servicing of this appliance must only be carried out by a qualified electrician.
- Always ensure the mains adaptor plug is not obstructed and easily accessible.
  Do not use with 'lockable' sockets or permanently wire to mains.

Ventilation, heat and moisture

- Keep the appliance, battery, charge cable and mains adaptor plug dry and away from areas where it is likely to get splashed. Avoid using in hot, humid environments.
- CAUTION: The extension tube, floor head and the vacuum cleaner contain electrical connections, do not immerse in water for cleaning or use to suck up liquids.
- The mains adaptor will become warm in use; do not cover or place on or near surfaces that could be affected by heat such as table tops and carpets.

Warning!

- Entrapment hazard - Do not place fingers or other objects near the rotating brush of the floor head or into the nozzles when the vacuum cleaner is in use. Always remove the floor head before carrying out cleaning and maintenance.
- Do not run the appliance off the edge carpets and rugs with fringes.

Safety information

Important - Please read these instructions fully before assembling or operating and retain for future reference

- Do not use the appliance to pick up burning or hot objects (e.g. coal, ash, cigarettes etc} of any kind.
- Do not cover the appliance or restrict air vents.
- Do not use the appliance to pick up sharp objects (e.g. pins, nails, tacks, staples etc) or string.

Battery safety

This Vacuum cleaner has a built in rechargeable battery (Li-Ion 25.9V 2500mAh) that cannot be replaced.

- Never try to dismantle the vacuum cleaner.
- Do not short-circuit the supply terminals.
- Dispose of the vacuum cleaner responsibly at local authority household waste recycling facility.
- DO NOT dispose of the vacuum cleaner in a fire as the battery may explode or leak.

Getting to know your vacuum cleaner 2

Getting to know your vacuum

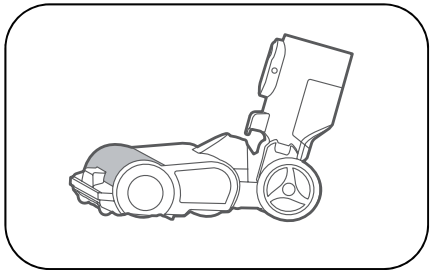
You'll be up and running in no time

Ready? Let's begin...

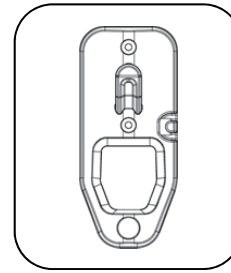
Please read these instructions carefully. They contain important information which will help you get the best from your vacuum and ensure safe and correct installation and operation.

If you require any further assistance, our technical experts are happy to help. For full details, refer to the product support section at the end of these instructions.

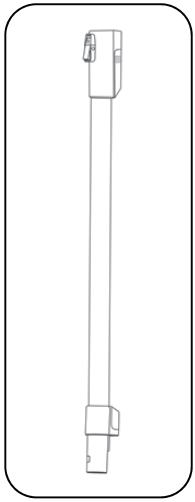
Accessories



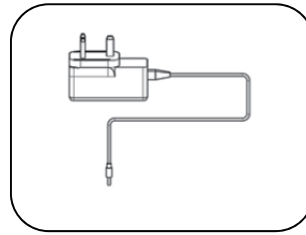
Floor head



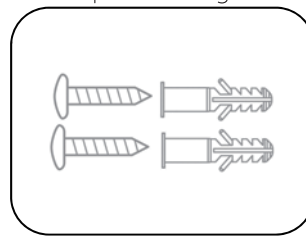
wall bracket



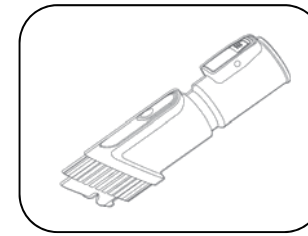
Extension tube



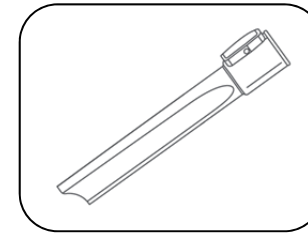
Adaptor / charger



Wall fixings



Combination nozzle



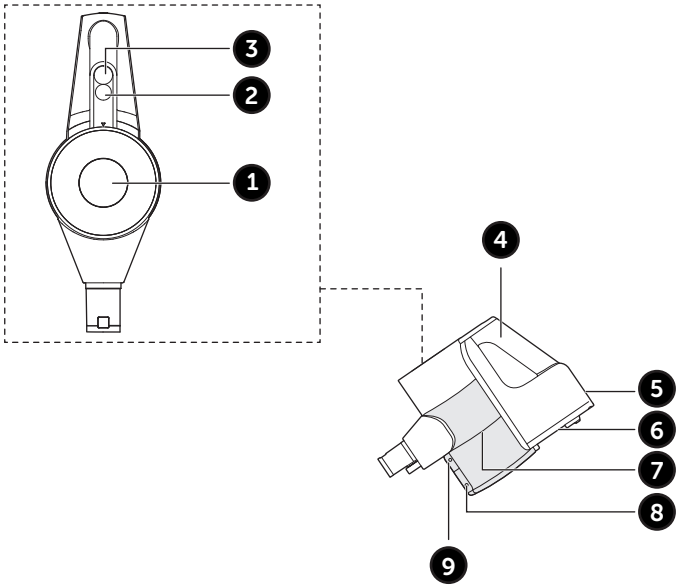
Crevice nozzle

If you require any technical guidance or find that your product is not operating as intended, a simple solution can often be found in the **Troubleshooting** section of these instructions

Getting to know your vacuum

You'll be up and running in no time

Part identification



1 Power/battery display screen
2 Auto/high/middle/low modes button
3 Power on/off button
4 Handle
5 Charging socket
6 Wall mount hook
7 Dust container
8 Dust release button
9 Dust container release button

Getting to know your vacuum

You'll be up and running in no time

Charging the Vacuum

This vacuum cleaner uses a rechargeable 25.9V Lithium battery. It is recommended to charge the battery fully before first use. It may take up to 4-6 hours to charge fully. The appliance can operate for 8mins in High mode,20mins in Middle mode and 60mins in low mode.

1. Place the appliance on a flat surface or insert into the wall bracket (Fig.1)

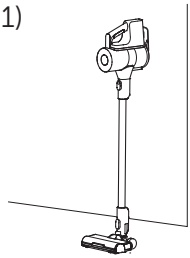


Fig. 1

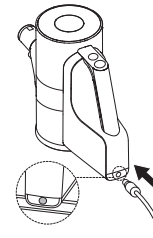


Fig. 2

2. Insert the adaptor cord into the DC jack at the end of the cleaner handle and plug the adaptor into the mains supply socket (Fig.2)
3. The battery screen displays the current battery charge level, i.e. 50%.
   • While charging, the battery level icon will be displayed: 

   • Once the unit is fully charged, the following will be displayed on the screen: 

   • When the battery level is low, the low power icon Low battery will be displayed to remind the user 

   to charge the unit. If there is insufficient power, the unit will automatically stop.

Notes

- The LCD screen will show low battery when the battery is running low and needs to be recharged. If the battery is not charged, the vacuum will switch off.
- Only charge or recharge the vacuum indoors.
- Do not recharge the battery when the air temperature is below 5°C or above 40 °C.

If you require any technical guidance or find that your product is not operating as intended, a simple solution can often be found in the **Troubleshooting** section of these instructions

Getting to know your vacuum

You'll be up and running in no time

- Batteries become hot after prolonged use and will become difficult to charge. Allow to cool and wait about an hour between recharges.
- If the low power icon is shown on the display after turning the vacuum cleaner on, you should charge the battery.
- When the battery is fully charged, disconnect the power supply.
- If your vacuum cleaner is not used for a long time (more than 2 months), please unplug it from the power supply. In order to ensure the battery life, it is advised to charge the battery fully once every 2 months.
- Only use the maximum power when needed. The life expectancy of the battery will vary depending on the usage of the vacuum cleaner.

If you require any technical guidance or find that your product is not operating as intended, a simple solution can often be found in the **Troubleshooting** section of these instructions

Assembling your vacuum cleaner 3

Assembling your vacuum

Bringing it all together

Wall mounting (Ref to the Wall mounting & fixings guide on page 18)

Safety

- Before drilling into wall surface, check for hidden cables or pipes.
- Wear safety goggles and dust mask when drilling.
- The use of a residual current device (RCD) is recommended when working with power tools.

Tools required

- Drill fitted with a 6mm masonry drill bit
- Screwdriver
- Pencil
- Ruler
- Spirit level

1. Choose a suitable location for the wall bracket away from areas where it will get wet or knocked and close to a socket. Check that the charge cable will reach the mains socket (180cm distance max) and that there is sufficient space above and below the bracket (approx. 120-125cm below) for the fully assembled vacuum cleaner be inserted. No part of the vacuum cleaner should touch the floor when fitted into the bracket (fig 6).

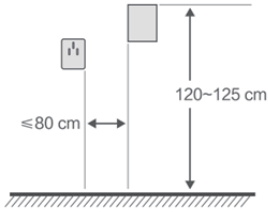


Fig. 4

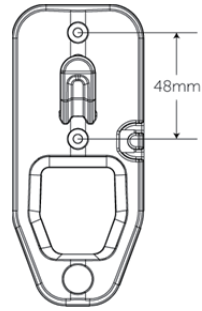


Fig. 5

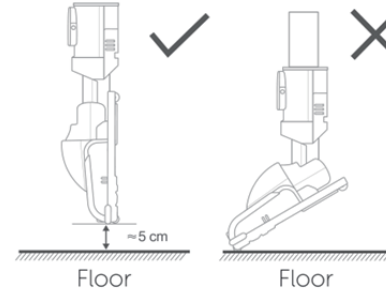


Fig. 6

If you require any technical guidance or find that your product is not operating as intended, a simple solution can often be found in the **Troubleshooting** section of these instructions

Installing your vacuum

Bringing it all together

2. Place the bracket in the desired position and using a pencil, mark the position for the two screw holes. Using a ruler, draw a line joining the points marked for the two screws and using a spirit level, check that it is on the same level.
3. If fixing to a masonry wall, use a masonry drill bit, drill holes to a depth of 30mm and insert the wall plugs.
4. If fixing to ceramic tiles, use a tile and glass drill bit to drill through the tile and then drill holes to a depth of approximately 32 mm using a masonry drill bit. Insert the wall plugs beyond the depth of the tile.
5. Hold the bracket into position, align the fixing holes in the bracket with the wall plugs and insert the screws until the bracket is held firmly into position
6. Insert the assembled vacuum cleaner into the bracket (fig.7).

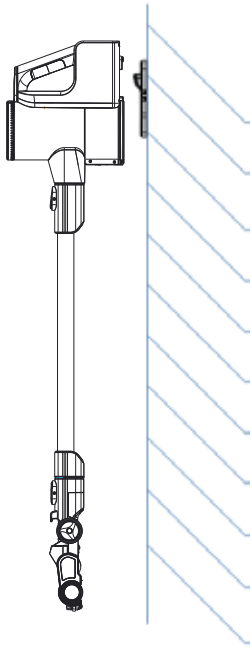


Fig. 7

Notes:

- If fixing the bracket to timber, follow the directions above, but only drill a small pilot hole for each screw and do not use wall plugs. This fitting is not suitable for mounting onto doors.
- If fixing to hollow plasterboard walls, use a drill bit suitable for wood and use wall anchors suitable for cavity walls. For maximum strength locate into wall studs and cross braces if possible.

Installing your vacuum

Bringing it all together

Assembly

1. Insert the extension tube onto the body of the vacuum as shown (fig. 8) and push to secure, a click will be heard.
2. Attach the floorhead, crevice nozzle or combination nozzle to the end of the extension tube (fig. 8). Ensure that the accessory clicks into place.

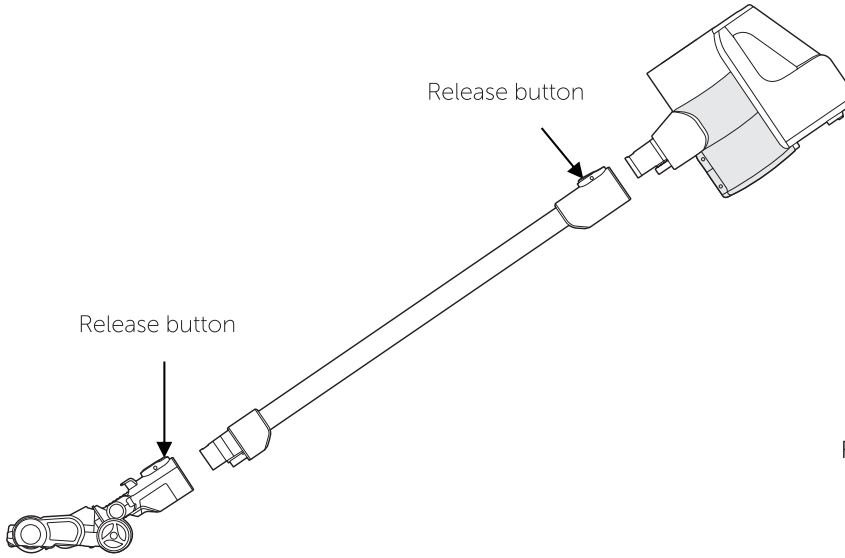


Fig. 8

Installing your vacuum

Bringing it all together

3. Alternatively do not use the extension tube and fit the crevice nozzle or combination nozzle directly onto the body of the vacuum cleaner (fig. 9). The floor head can be fitted in a similar manner. Take care when inserting and removing attachments to avoid finger entrapment.

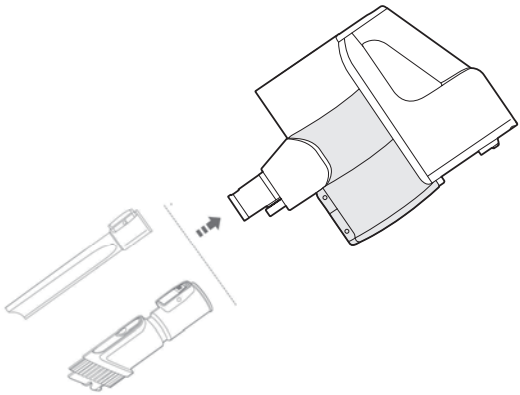
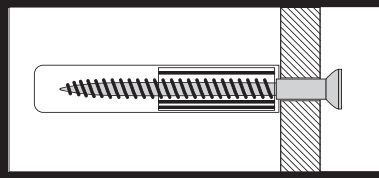


Fig. 9

4. Press the release button to remove accessories.

A Guide to

Wall Mounting & Fixings



IMPORTANT:
When drilling into walls always check that there are no hidden wires or pipes etc. Make sure that the screws and wall plugs being used are suitable for supporting your unit. Consult a qualified tradesperson if you are unsure.

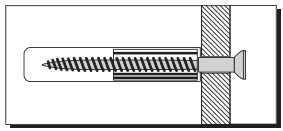
HINTS:

1) General Rule ⚠ Always use a larger screw and wall plug if you are not sure.
2) Ensure you use the recommended drill bit to match the wall plug and hole size.
3) Ensure you drill the hole horizontally, do not force the drill or enlarge the hole.
4) Take extra care when drilling high walls, ceilings and ceramic tiles. Ensure the plug is fitting below the ceramic tile to avoid splitting or cracking.
5) Ensure wall plugs are well fitted and are a tight fit in the drilled hole.

Types Of Walls

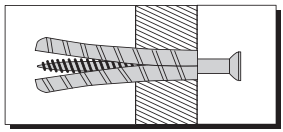
You can use one of the following types of wall plug if your walls are made of brick, breeze block, concrete, stone, wood or plaster board.

No.1 "Standard" Wall Plug
General Wall Materials



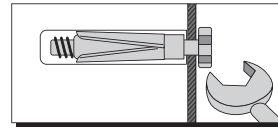
These come in various sizes and are made from plastic or sometimes wood fiber.

No.2 "General Purpose" Wall Plug
Aerated / Breeze Block



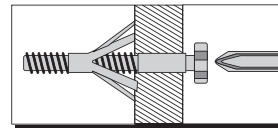
Generally aerated blocks should not be used to support heavy loads, use a specialist fitting in this case.
For light loads, a General Purpose Plug can be used.

No.3 "Shield Anchor" Wall Plug
Heavy Loads



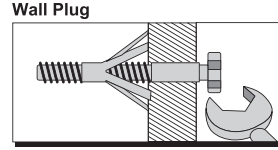
For use with heavier loads such as TV & HiFi Speakers and Satellite Dishes etc.

No.4 "Cavity Fixing" Wall Plug



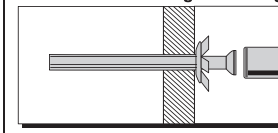
For use with plaster board partitions or hollow wooden doors.

No.5 "Cavity Fixing - Heavy Duty" Wall Plug



For use when fitting or supporting heavy loads such as shelving, wall cabinets, coat racks.

No.6 "Hammer Fixing" Wall Plug



For use with walls stuck with plaster board. The hammer fixing allows it to be fixed to the wall rather than the plaster board. Always check the fixing is secure to the retaining wall.

CARE & MAINTENANCE

⚠ **SAFETY**
Always check the fitting and location to ensure your safety in and around the home.

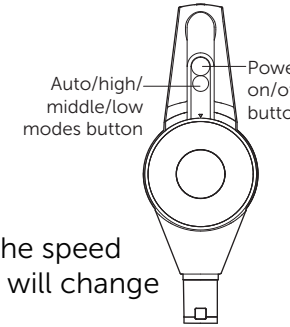
⚠ **FITTING**
From time to time check the fitting to ensure the wall plugs or screws do not become loose.

If you require any technical guidance or find that your product is not operating as intended, a simple solution can often be found in the **Troubleshooting** section of these instructions

Using your vacuum 4

Using your vacuum

Let's get started



Getting started

1. Press the power on button to start.
2. After switching the vacuum cleaner on, press the speed regulation button to adjust the speed. The speed will change from Auto-High-Middle-Low.
3. When using Auto mode, the dust sensing function is enabled. When heavy dust is detected the colour of the display will change from blue to purple and the suction power will increase.
4. The battery charge level is indicated by a circle on the display, divided into 6 sections. As the battery is consumed the circle will lower section by section. When the battery is low, the display shows "Low battery"
5. Store the vacuum in the wall bracket when not in use.

Nozzle use

The table below is a use guide for the accessories supplied but there is no hard and fast rule when it comes to vacuuming and the use of each accessory. Use whichever attachment seems to accomplish the job quickly and easily without damaging the surface to be cleaned.

Nozzle	Cleaning area							
	Floor & carpets	Furniture	Between cushions	Curtains	Stairs	Walls	Skirting edges	Radiators
Floor head	✔				✔			
Combination tool - Upholstery brush		✔		✔	✔	✔		
Combination tool - furniture brush		✔		✔	✔	✔		
Crevice tool		✔	✔		✔		✔	✔

If you require any technical guidance or find that your product is not operating as intended, a simple solution can often be found in the **Troubleshooting** section of these instructions

Care and maintenance 5

Care and maintenance

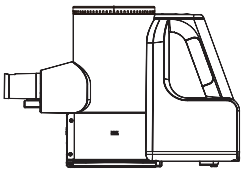
Looking after your appliance

Maintenance

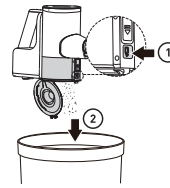
1. Disconnect the charger from the vacuum cleaner before carrying out cleaning and maintenance.
2. To ensure your vacuum cleaner works at optimum efficiency, keep the ventilation holes and vacuum cleaner surface free from dirt.
3. Ensure that the dust container is emptied and the air filters are washed regularly.
4. Ensure all components are refitted correctly before use.
5. Wipe the outside of the vacuum cleaner and accessories with a damp (not wet) cloth and then wipe dry. Do not use detergents, solvents or abrasives as these may scratch or damage the surface.
6. Never immerse the vacuum cleaner, battery or charger in water.
7. The frequency that the filters should be cleaned will depend on appliance usage. For maximum efficiency the pre-motor filter within the dust container should be cleaned every time the dust container is emptied and the exhaust filter at the top every three months.
8. For best results, don't overfill the dust container and empty it after every use.

Emptying the dust container

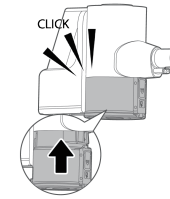
1. When the dust container reaches the MAX line marked on the dust container (fig 11) or when the suction power is reduced, it is time to empty the dust container.
2. Position the dust container over a refuse bin, then press the button at the front of the container to open the base (fig. 12) and empty the container. Gently tap the container against the side of the bin to remove any stubborn dust.
3. The inside of the dust container can be wiped clean with a damp cloth. Dry with a soft dry cloth before closing the flap. You will hear a click when it is correctly assembled (Fig 12a)



(Fig. 11)



(Fig. 12)



(Fig. 12a)

If you require any technical guidance or find that your product is not operating as intended, a simple solution can often be found in the **Troubleshooting** section of these instructions

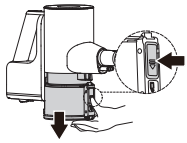
Care and maintenance

Looking after your appliance

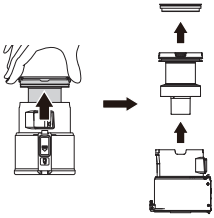
3. The inside of the dust container may be wiped clean with a damp cloth. Dry with a soft dry cloth before closing the flap. A click will be heard when it is correctly engaged.

Cleaning the filters

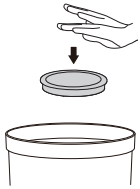
1. The frequency that the filters should be cleaned will depend on appliance usage. For maximum efficiency ,suggest to shake off debris on pre-motor filter and exhaust filter when emptying the bin container, rinse under water once a month.
2. Hold the bottom of the dust container, press the release button and carefully pull the dust container out downward(Fig.13). Hold both sides of the cyclone, remove it from the dust container and lift the pre-motor filter (Fig 14). Tap t he top of the filter to remove any dust (Fig 15). Rinse the dust container, cyclone and pre-motor filter under running water(Fig 16) and leave it to dry thoroughly (Fig 17)



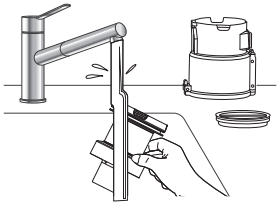
(Fig. 13)



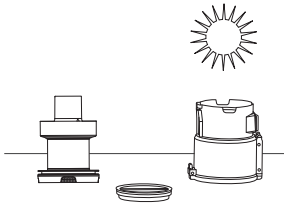
(Fig. 14)



(Fig. 15)



(Fig. 16)

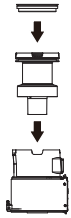


(Fig. 17)

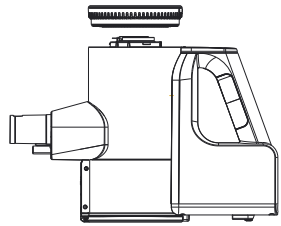
Care and maintenance

Looking after your appliance

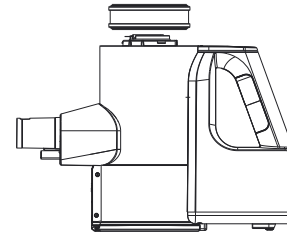
3. When the pre-motor filter is completely dry, reverse the above steps and refit the cyclone into the dust container and close the flap (fig. 18). You will hear a click when it is correctly assembled.
4. To clean or replace the exhaust filter, turn the cover anticlockwise and lift off the cover(fig. 19), remove the HEPA filter and sponge (Fig.20). Rinse the HEPA and sponge under running water and leave it to dry thoroughly.
5. Place the sponge around the HEPA filter and fit it back into the cover turn in the direction of the locked padlock symbol.
6. For the dust sensor to function optimally it needs to be cleaned regularly. The sensor is located inside the suction base on both sides. Use a soft dry towel cloth to remove dust and wipe over the sensors. (fig. 21)



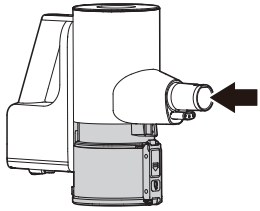
(Fig. 18)



(Fig. 19)



(Fig. 20)



(Fig. 21)

Note: The filters are not washing machine or dishwasher safe. Do not use a hair dryer to dry the filters. Using a damp or wet filters will reduce the suction and damage the motor.

If you require any technical guidance or find that your product is not operating as intended, a simple solution can often be found in the **Troubleshooting** section of these instructions

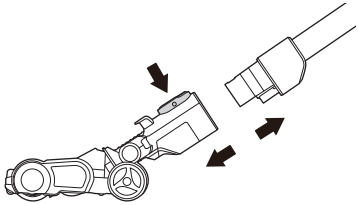
Care and maintenance

Looking after your appliance

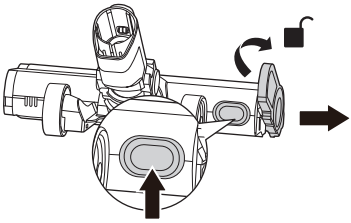
Cleaning the brush

Always power off and unplug the vacuum cleaner before removing the floorhead. If the LCD screen displays an error message or if the floor head brush stops rotating, the brush head needs to be cleaned

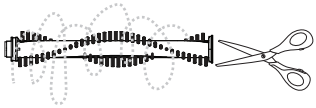
1. Push the button on the front to disconnect the floor head.



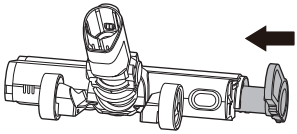
2. Press the release button and turn the tab on the side of the brush bar upwards to access the brush. Pull the roller out from the housing.



3. Remove hair or threads from the roller brush. Do not use water.



4. Once clean refit the brush roller and secure into position by rotating the brush head downwards to lock into place



Other information

Technical Specification

Model	V21Q01Q62545EU
SKU	144206323
Cat No	3632970
Rated voltage (transformer)	100 -240V 50/60Hz,0.5A
Transformer output	25-29V⎓500mA
Transformer model	MC2805A-B
Class rating (transformer)	II (double insulated)
Rated voltage (vacuum)	25.9V
Power consumption	450W
Power consumption(standby)	<1W
Running time(approx.)	8mins with High mode 20mins with middle mode 60mins with low mode
Recharge time (from empty)	4-6Hrs
Noise	80 dB(A)
Capacity	700ml

CE UKCA

Recycling electrical products



You should now recycle your waste electrical goods and in doing so help the environment.

This symbol means an electrical product should not be disposed of with normal household waste. Please ensure it is taken to a suitable facility for disposal when finished with.

Visit www.recycle-more.co.uk, click on “bank locator” and enter your postcode to find your nearest recycling site.

If you require any technical guidance or find that your product is not operating as intended, a simple solution can often be found in the **Troubleshooting** section of these instructions

Product support 6



Product support

Help is always at hand

Troubleshooting

Observation	Potential cause / solution
Vacuum cleaner does not work	Ensure the vacuum cleaner is fully charged
	Check if the dust container needs to be emptied
Suction power is weak	Check if filters need to be cleaned
	Check for blockages in the tube or the floorhead.
Dust escaping vacuum cleaner	Check that the dust container is securely attached and filters are correctly installed
Running time becomes shorter	Ambient temperature too high / low.
	Battery not fully charged
	Battery is aging
Difficulty charging battery	Ambient temperature too high / low.
Battery leaks	The battery has not been used for a long time and needs to be replaced.
Error message displayed on the screen	
	The air channel is blocked in the floor brush or the extension tube. Remove any blockages and clean the parts.
	The filters are excessively dirty and/or blocked and require disassembling and cleaning.
	The air channel is blocked at the entrance to the main unit or in the attached extension tube or tool. Remove any blockages and clean the parts.
	The dust container is full. Empty out the dust and clean it.

If you require any technical guidance or find that your product is not operating as intended, a simple solution can often be found in the **Troubleshooting** section of these instructions

Product support

Help is always at hand

Help and assistance

If you require any technical guidance or find that your Bush vacuum cleaner is not operating as intended, a simple solution can often be found in the **Troubleshooting** section of these instructions or online at **www.bush-support.co.uk**

If you still require further assistance, call one of our experts on 0345 604 0105*. To help give us give you a fast and efficient service please have the following information ready:

Model Ref.		You can find this information on the rating plate – a small sticker (usually a sticker or metal plate on the rear of your product)
Serial number		
Date of purchase		This will be shown on your receipt

Local call rates applies*

Lines open 8am-7pm Monday to Saturday and 10am-4pm Sunday.

*Calls to Bush enquiry lines may attract a charge and set up fee from residential lines depending on your call plan / tariff. Mobile and providers costs may vary, see www.bt.com/pricing for details

For security and training purposes, telephone calls to and from customer service centres maybe recorded and monitored. Calls from Republic of Ireland will attract international call charges.

Or by calling one of our experts on **0345 604 0105**

Product support

Help is always at hand

Call us now and register your 12 month guarantee

Thank you for choosing Bush. Your new product is guaranteed against faults and breakdowns for 12 months. Don't forget to register it with us today so we can provide you with our best possible after-sales service and useful updates.

www.bushregistration.co.uk

FREEPHONE*

0800 597 8548

Lines are open 8am - 8pm, 365 days a year. *Calls may be recorded and monitored.

Your Bush Guarantee

This product is guaranteed for twelve months from the date of original purchase. Any defect that arises due to faulty materials or workmanship will be repaired free of charge (or if applicable the product will be replaced or the purchase price refunded) where possible during this period by the dealer from whom you purchased the unit.

The guarantee is subject to the following provisions:

- The guarantee does not cover accidental damage, misuse, cabinet parts, knobs or consumable items.
- The product must be correctly installed and operated in accordance with the instructions contained in the manual.
- It must be used solely for domestic purposes. The guarantee will be rendered invalid if the product is re-sold or has been damaged by inexpert repair.
- Specifications are subject to change without notice.
- Bush disclaim any liability for loss or damage arising from the breakdown of the product.
- This guarantee is in addition to and does not diminish your statutory or legal rights.

For your personal Guarantee Confirmation code call **0800 597 8548**

Guarantee Confirmation Code

If you require any technical guidance or find that your product is not operating as intended, a simple solution can often be found in the **Troubleshooting** section of these instructions

Product support

Help is always at hand

Important Data Protection Information

Bush has appointed Domestic & General Insurance PLC to provide product registration services and protection plans to accompany its products.

What we do with your information

At Domestic & General we want to reassure you that we use your information both responsibly and securely to provide you with the best possible service. Below we explain what we do with your information and your rights to your information. If you would like any further details you can get in touch with us using the contact details below or visit our website (www.domesticandgeneral.com).

Using your information

Domestic & General Insurance PLC ("we") is the "data controller" of your information. We process two sets of information about you, "Personal Information" (your name, address, contact and payment details) and the "Goods Information" you provide to register your appliance or device (your name, address, contact and goods details). We'll use your information: (i) as necessary to fulfil our contract with you (including to recover any amounts owing); (ii) for our legitimate interests in: undertaking marketing (about our products and services and those of our third party partners) by post, telephone, email and/or other electronic messaging services; market research; customer surveys; printing services; checking and verifying your identity and contact details; recording your conversations for training, quality and compliance purposes; and for analytics and profiling for marketing purposes; and (iii) where required to do so by law. We may also ask for your consent to some uses of your information.

Sharing your information

From time to time your Personal Information and Goods Information may also be shared with other members of the Domestic & General Group of Companies (Domestic & General Insurance or Services and other future members of the Group whose details we will notify to you ("Group")), with companies acting on our behalf or providing services to us (e.g. the companies we use to carry out repairs, IT & mailing services, storage of paper records and telecommunications) and with the Sainsbury's Argos Group (which currently includes Sainsbury's Supermarkets, Sainsbury's Bank, Argos Limited, Tu Clothing, Habitat, Argos Financial Services, Nectar and Insight 2 Communication, Argos Business Solutions Limited). The Sainsbury's Argos Group will process your Personal Information for their legitimate business interests (including marketing and analytics) in accordance with their privacy policy, which can be found at www.argos.co.uk/help/privacy-policy

Transferring your information

In exceptional cases, we may transfer your information to countries outside the European Economic Area (including the US) which may not have data protection laws which provide the same level of protection as provided in the UK. We have put in place Model Clauses as an appropriate safeguard to ensure that such information is adequately secured and protected and that such transfers meet the requirements of applicable data protection law.

Product support

Help is always at hand

Keeping your information

We keep your Personal Information for six years after you terminate your policy so that we can deal with any claims. Your goods information we keep for a bit longer, normally 10 years (the average life of an appliance) for health and safety. We also keep your information to send you marketing that you might be interested in, unless we receive a request from you to opt-out of marketing.

Rights to your information

By writing to the Data Protection Officer using the contact details provided below, you have the right to ask us:

- for a copy of the Personal Information we hold about you
- for a copy of the Personal Information you provided to us to be sent to you or a third party in a commonly used, machine readable format
- to update or correct your Personal Information to keep it accurate
- to delete your Personal Information from our records if it is no longer needed for the original purpose; and
- to restrict the processing of your Personal Information in certain circumstances

And you may also:

- object to us processing your Personal Information – in which case we will either agree to stop processing or explain why we're unable to; and
- where we rely on your consent, withdraw that consent at any time.

Please note that the above rights are not absolute and certain exemptions apply to them. You can also make a complaint to the Information Commissioner (www.ico.org.uk) if you feel your Personal Information has been mishandled.

Marketing

We, along with other members of our Group, Argos Limited, and other members of the J Sainsbury's Group of Companies may use your information to tell you about any offers, products or services which may be of interest to you. We may contact you by post, telephone, email and/or other electronic messaging services. To change your marketing preference, let us know by emailing marketingpreferences@domesticandgeneral.com or by writing to us using the contact details provided below. If you don't want Argos to send you marketing by phone, email or post then please see Argos's Privacy Policy, which can be found on their website at www.argos.co.uk/help/privacy-policy to opt out of this marketing. Argos will stop sending you marketing communications but will still contact you with service-related messages every now and then.

Contact Details

If you need to contact us about your information or your information rights, or to see a copy of our Model Clauses, please write to: Freepost Plus RTKS-CLRA-GRYE, Data Protection Officer, Domestic & General, Leicester House, 17 Leicester Street, Bedworth, CV12 8JP or dataprotection@domesticandgeneral.com and we'll be happy to help you.

If you require any technical guidance or find that your product is not operating as intended, a simple solution can often be found in the **Troubleshooting** section of these instructions

Or by calling one of our experts on **0345 604 0105**

BUSH

Should you require any guidance;
call our Help line on 0345 604 0105.
Further contact details can be found online at:
www.bush-support.co.uk

Produced in China for Argos Limited,
London, EC1N 2HT, UK. Argos (N.I.) Ltd, Forestside Shopping Centre,
Upper Galwally, Belfast, BT8 6FX, UK.

Bush is a registered trademark of Argos Ltd.