



Dyson AM04 off-the-rails AND rattle hissing noise problems

AM04 Off the Rails . Take off the bottom cover and push the rails back though to their place. 2 years later, I'm adding how to stop the fan from rattling.

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INTRODUCTION

For the rails: Take off the bottom, push the rails through and reassemble.

For the rattle: You must tighten the bottom stage to the intermediate stage. You'll add 2 washers in the middle stem after taking off the bottom cap.

2021: This video shows the looseness which causes the rattle when the fan is on.

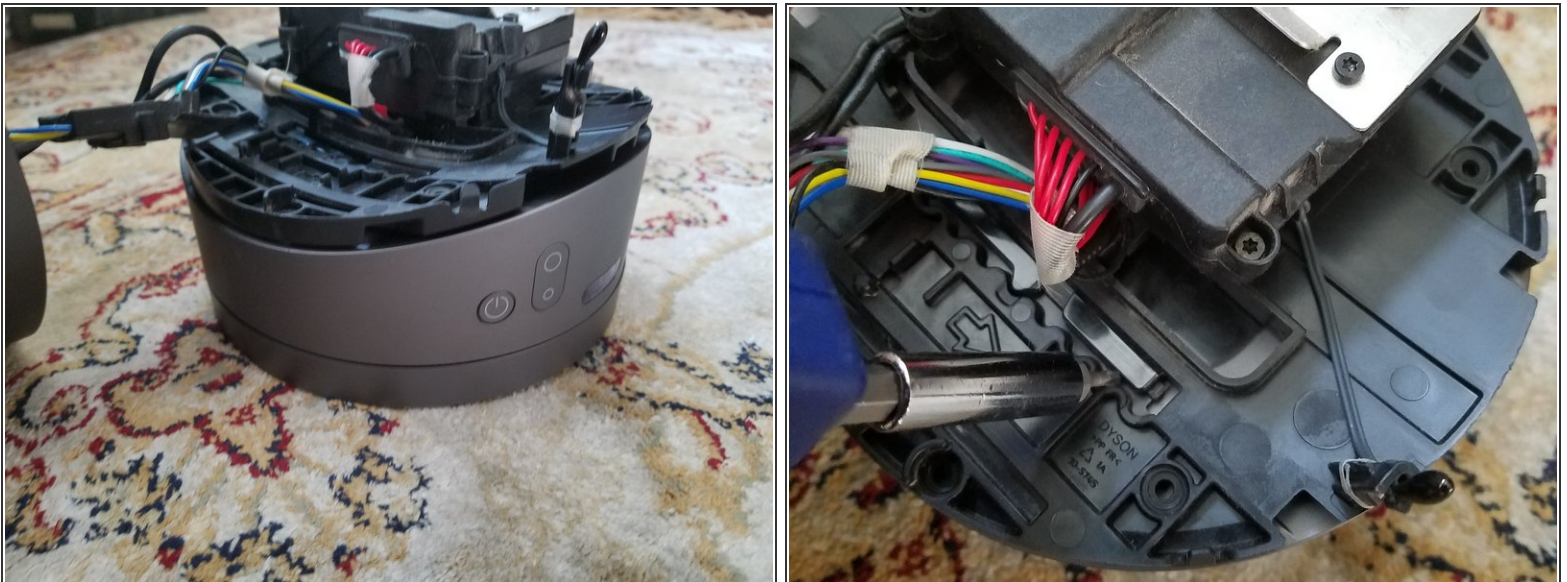
2021 - #2: steps 7&8 show how I finally killed the sound, putting two tiny black gaskets into critical positions.

Step 1 — Getting back on the rails



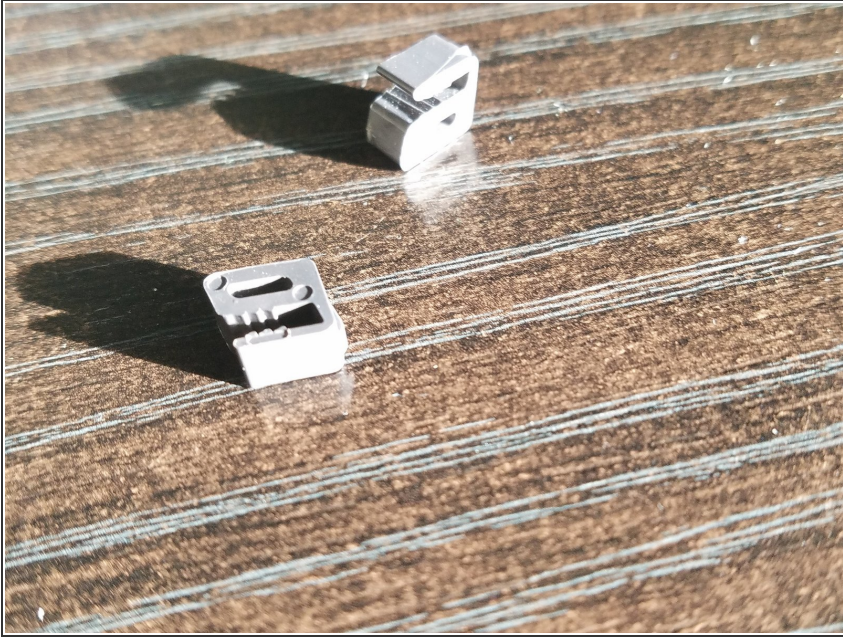
- Turn the Dyson upside down, there are 6 to unscrew. If you only see 4 screws, slide the fan back the other way to reveal 2 on the other side.

Step 2 — On the rails again



- The top is off, you look into the rails from above and see the rails are not interlocked. Push the rail down to allow the lower one to slip back up into place. Repeat for the inner and outer rails.

Step 3 — What are these??!?!?! (Hint - dont worry)



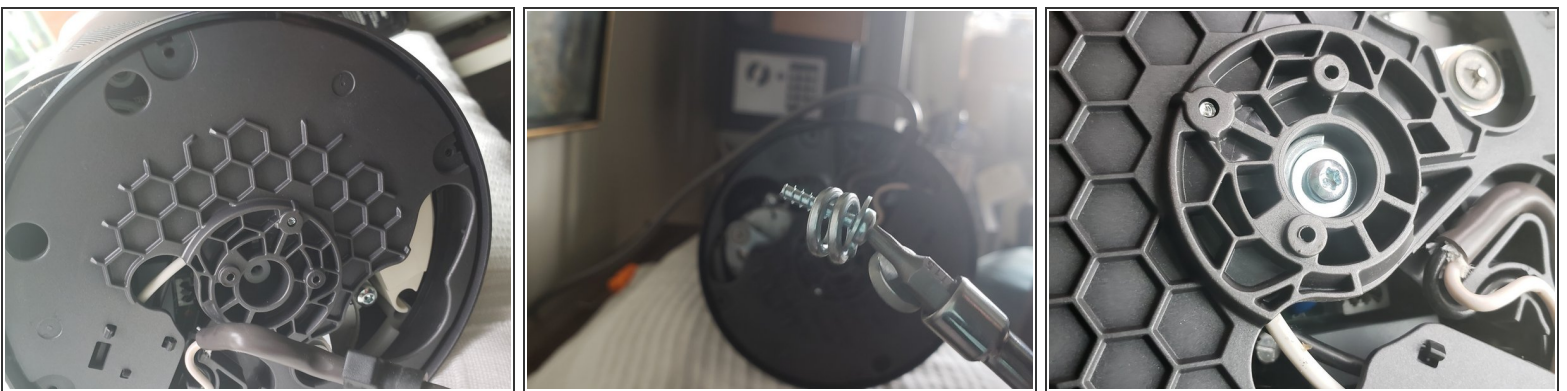
- Bad news: I cannot figure out where these pieces below belong. They fell out when I opened the fan. It appears they hold some wires into place. Please someone fill in the answer below. thanks!
- 2021 Good news Update: I figured it out. Step 6 explains where they belong.

Step 4 — UGH ! the AM05 rattles....



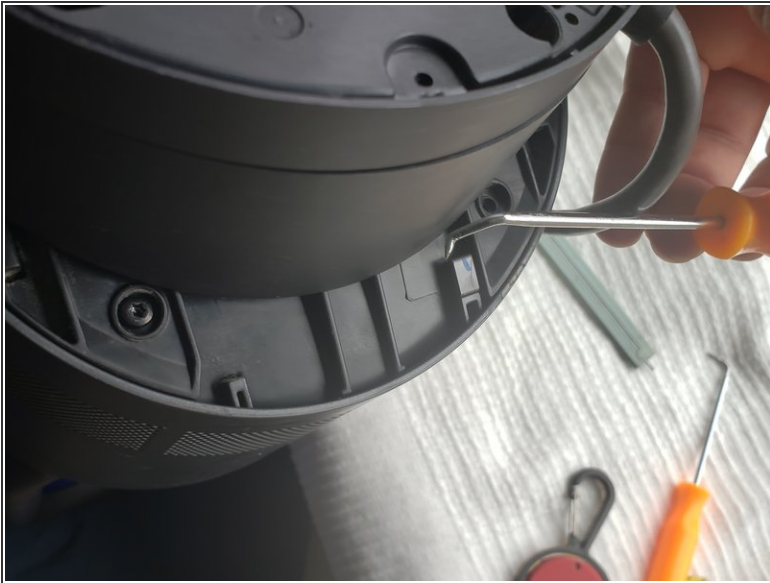
- There is a rattling noise after a few years, 5 years in my case. The upshot is to remove the bottom cap and add 2 washers around the center stem. This will push the whole assembly tighter together.
- Concurrently, I also identified where those two plastic pieces go.
- There are 6 exterior screws you need to remove AND they are bigger than conventional sizes so they are easy to strip! Use the cheap set (in pic on next page) I bought for \$2 to get the right fit.
- When you get the cap off see the very center screw? Take it out and put on 2 washers (1/2" outside diameter, 1/4" inside diameter). Why 2 washers and not 1? ! washer is not enough to fill the gap causing the loose fit and therefore the rattling noise.

Step 5 — Washers stop the rattle



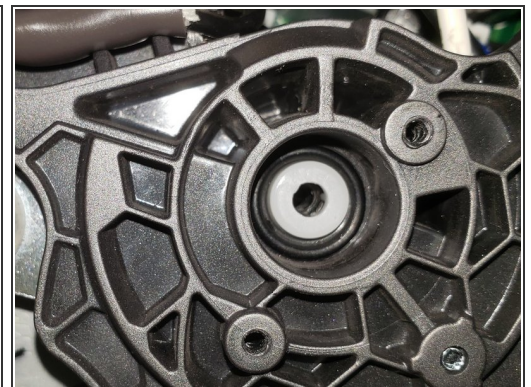
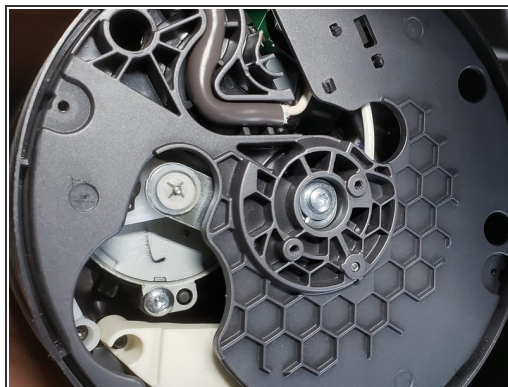
- So not much more to say. 2 washers into the hole.

Step 6 — Pernicious dumb extra pieces. Here's where they go.



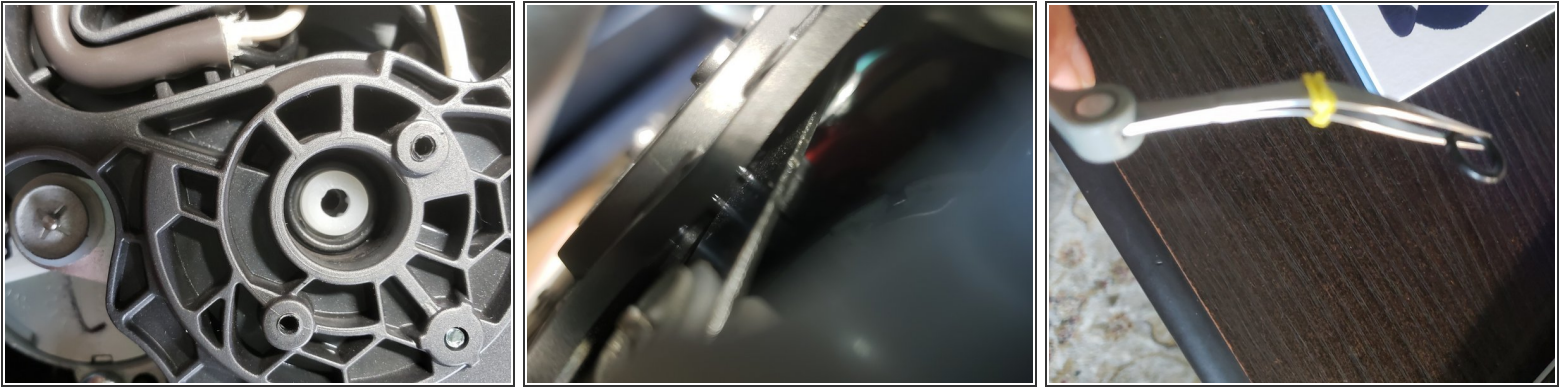
- These pieces that some of us had leftover below on the cover cap. So go back to step 1, remove the 4 screws in the intermediate stage (not the bottom 6 screws). SLIGHTLY lift up the cap and slide the plastic part horizontally along the cap into place. Then push the cap back down and tighten the 4 screws back into place.

Step 7 — Stage 3 Sept-2021 : Open the bottom add gaskets



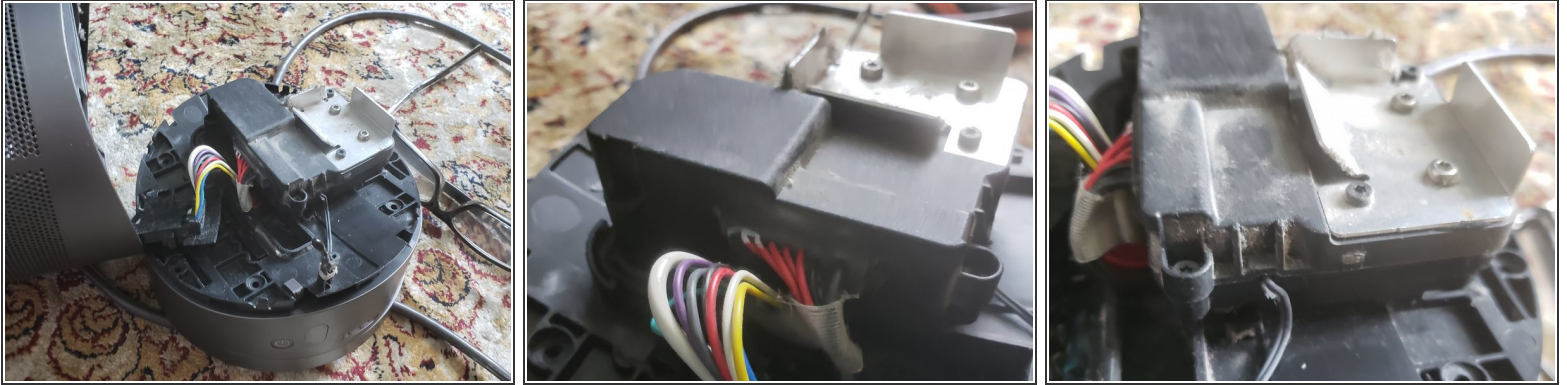
- Unscrew 8 screws, remove the bottom cap. find the previous repair of 2 metal washer and take them out. Add a black rubber gasket at the bottom of that stack and put them back on top. It works but not fully. There is one more critical noise fix left ; the thin metal arm behind the plastic barrier is making the noise and I cannot reach it easily.

Step 8 — 2 Black Circle Gaskets



- After opening the bottom cap, where I previously trying in 2 metal washers, I put a tiny black grubber gasket under the washers to deaden the noise. MOST IMPORTANTLY, I find a rattle coming from the metal arm UNDER THE plastic barrier cover. I cannot get in there easily!!
- I bend a tweezers so I can curve the gasket into place from the other side of the plastic barrier, clamp a black gasket into the tweezers with a rubber band, cut the gasket so it can be placed around the rattling screw from the side. No I use lighting and glasses to see the tiny workspace.
- I put gorrilla glue on the gasket , hoping it will stay in place and then I push it into the gap between the metal arm and its holding screw. I use a curved pointed plastic all to push teh gasket off the clamped tweezers and onto the arm-mount-screw to leave it in the right place.
- The noise is gone. I have put 2 gaskets into the fan. Super silent. This fix took years to formulate. I tried about 4x over 3 years. Thanks for reading, I hope you appreciate that I stuck with it.
- 2022 Update: I had to take these out because the fan stopped rotating correctly. The noise, however, is gone and the fan operates silently again.

Step 9 — I need help 2022 - thermostat broken



- When I raise the temperature, the fan goes off instantly. If I put the temperature back down to 32, the fan works perfectly. If anyone has an answer where you can buy the right thermostat, let me know. email jim.porson@gmail.com
- If I cannot just buy the whole thermostat, I may look inside to find the solenoid (or heat fuse?), which controls the heat.

If your fan came off the rails, reassemble your device, follow stages 1-3. Then tighten center to eliminate whiny/rattle noise in steps 4-5. Lastly the tiny leftover pieces find a home in step 6!