

# Register your product today!

Registering is quick, easy and offers you benefits over the lifetime of your product.

## You'll receive:

### **BISSELL Rewards Points**

Automatically earn points for discounts and free shipping on future purchases.

### **Faster Service**

Supplying your information now saves you time should you need to contact us with questions regarding your product.

### **Product Support Reminders and Alerts**

We'll contact you with any important product maintenance reminders and alerts.

### **Special Promotions**

Optional: Register your email to receive notice of offers, contests, cleaning tips and more!

**Visit [www.BISSELL.com/registration](http://www.BISSELL.com/registration)!**

## **Visit the BISSELL website: [www.BISSELL.com](http://www.BISSELL.com)**

When contacting BISSELL, have model number of cleaner available.

Please record your Model Number: \_\_\_\_\_

Please record your Purchase Date: \_\_\_\_\_

**NOTE: Please keep your original sales receipt. It provides proof of purchase date in the event of a warranty claim. See Warranty on page 17 for details.**

## **Parts & Supplies**

**For Parts and Supplies, go to [www.BISSELL.com](http://www.BISSELL.com) and enter your model number in the search field.**

*We can't wait to hear from you!*

Rate this product and let us (and millions of your closest friends) know what you think!

**[www.BISSELL.com](http://www.BISSELL.com)**



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Part Number 161-2297 03/17 RevA  
Visit our website at: [www.BISSELL.com](http://www.BISSELL.com)

# **BISSELL**<sup>®</sup> **PETHAIR** **ERASER**<sup>®</sup>

## ENGINEERED FOR HOMES WITH PETS

QUICK START/USER GUIDE  
1941 Series



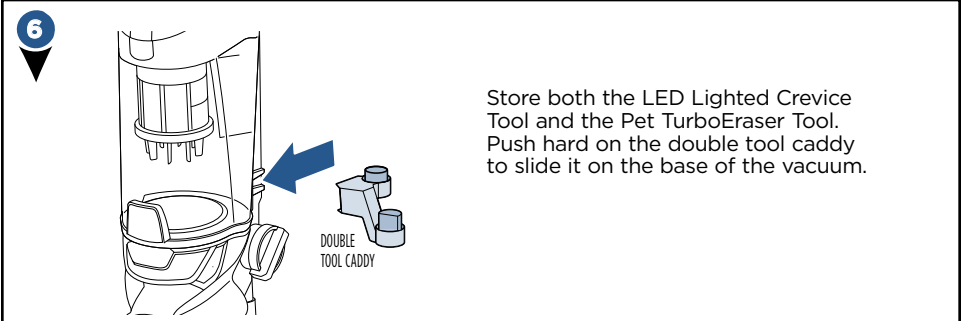
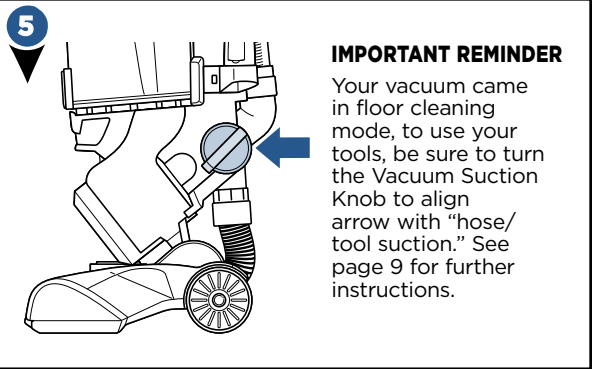
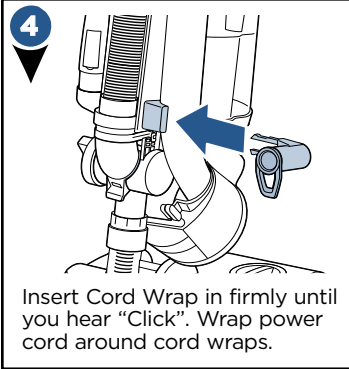
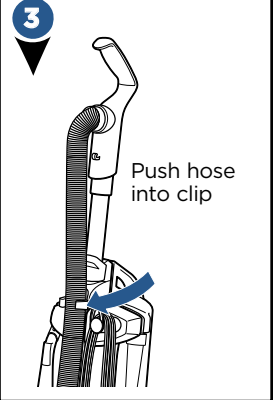
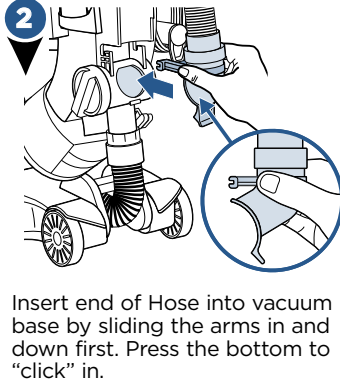
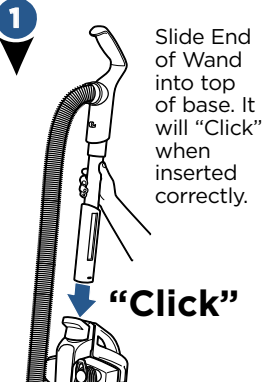
More of a video person? Look for this icon and go online for an instructional how-to video at

[www.BISSELL.com](http://www.BISSELL.com)

# Quick Start Guide

REFER TO PAGE 5 FOR COMPLETE USER GUIDE INSTRUCTIONS, PRODUCT VIEW, AND IMPORTANT SAFETY NOTICES.

## Assembly



# Built for Pet Owners

## Cyclonic Pet Hair Spooling System™

BISSELL's first vacuum with a Cyclonic Pet Hair Spooling System™ for a Hands Free Empty.

**A patented hair management system that spools and traps hair to keep it out of your filters and off your hands.**

**Just press the release button and watch the ball of pet hair drop right out.**

**You no longer have to reach up and pull the 'yuck' out.**



## Tangle Free Brush Roll

Pick up pet hair without having to cut it off your brush roll.

The Tangle Free Brush Roll's unique design helps reduce hair from wrapping and catching on the bristles, and uses the carpet to pull the hair off the brush roll.



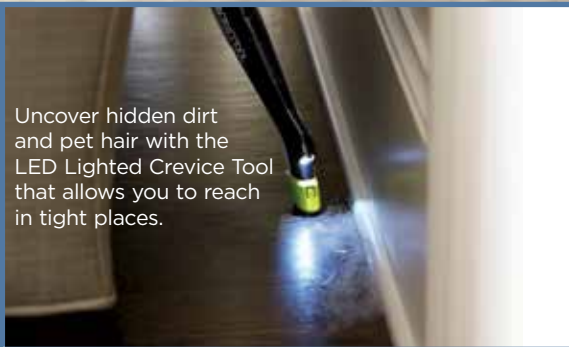
**Cut the hassle NOT the hair!**

# by Pet Owners

## New Specialized Pet Tools

Customize your cleaning with interchangeable tools stored right on board.

Soft dusting side for delicate surfaces and rubber fingers on the other side remove embedded pet hair on stairs and furniture.



Uncover hidden dirt and pet hair with the LED Lighted Crevice Tool that allows you to reach in tight places.



Power through pet hair on stairs and furniture with the Pet TurboEraser® Tool.



# Warranty

This Guarantee only applies outside of the USA and Canada. It is provided by BISSELL International Trading Company BV ("BISSELL").

This Guarantee is provided by BISSELL. It gives you specific rights. It is offered as an additional benefit to your rights under law. You also have other rights under law which may vary from country to country. You can find out about your legal rights and remedies by contacting your local consumer advice service. Nothing in this Guarantee will replace or lessen any of your legal rights or remedies. If you need additional instruction regarding this Guarantee or have questions regarding what it may cover, please contact BISSELL Consumer Care or contact your local distributor.

This Guarantee is given to the original purchaser of the product from new and is not transferable. You must be able to evidence the date of purchase in order to claim under this Guarantee.

## Limited Two-Year Guarantee

Subject to the \*EXCEPTIONS AND EXCLUSIONS identified below, BISSELL will for two years from the date of purchase by the original purchaser repair or replace (with new or remanufactured components or products), at BISSELL'S option, free of charge, any defective or malfunctioning part or product.

BISSELL recommends that the original packaging and evidence of the date of purchase be kept for the duration of the Guarantee period in case the need arises within the period to claim on the Guarantee. Keeping the original packaging will assist with any necessary re-packaging and transportation but is not a condition of the Guarantee.

If for your product is replaced by BISSELL under this Guarantee, the new item will benefit from the remainder of the term of this Guarantee (calculated from the date of the original purchase). The period of this Guarantee shall not be extended whether or not your product is repaired or replaced.

### \*EXCEPTIONS AND EXCLUSIONS FROM THE TERMS OF THE GUARANTEE

This Guarantee applies to products used for personal domestic use and not commercial or hire purposes. Consumable components such as filters, belts and mop pads, which must be replaced or serviced by the user from time to time, are not covered by this Guarantee.

This Guarantee does not apply to any defect arising from fair wear and tear. Damage or malfunction caused by the user or any third party whether as a

result of accident, negligence, abuse, neglect, or any other use not in accordance with the User Guide is not covered by this Guarantee.

An unauthorised repair (or attempted repair) may void this Guarantee whether or not damage has been caused by that repair/attempt. Removing or tampering with the Product Rating Label on the product or rendering it illegible may void this Guarantee.

SAVE AS SET OUT BELOW BISSELL AND ITS DISTRIBUTORS ARE NOT LIABLE FOR ANY LOSS OR DAMAGE THAT IS NOT FORESEEABLE OR FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY NATURE ASSOCIATED WITH THE USE OF THIS PRODUCT INCLUDING WITHOUT LIMITATION LOSS OF PROFIT, LOSS OF BUSINESS, BUSINESS INTERRUPTION, LOSS OF OPPORTUNITY, DISTRESS, INCONVENIENCE OR DISAPPOINTMENT. SAVE AS SET OUT BELOW BISSELL'S LIABILITY WILL NOT EXCEED THE PURCHASE PRICE OF THE PRODUCT.

BISSELL DOES NOT EXCLUDE OR LIMIT IN ANY WAY ITS LIABILITY FOR (A) DEATH OR PERSONAL INJURY CAUSED BY OUR NEGLIGENCE OR THE NEGLIGENCE OF OUR EMPLOYEES, AGENTS OR SUBCONTRACTORS; (B) FRAUD OR FRAUDULENT MISREPRESENTATION; (C) OR FOR ANY OTHER MATTER WHICH CANNOT BE EXCLUDED OR LIMITED UNDER LAW.

### FOR AUSTRALIAN CONSUMERS ONLY:

OUR GOODS COME WITH GUARANTEES THAT CANNOT BE EXCLUDED UNDER THE AUSTRALIAN CONSUMER LAW. YOU ARE ENTITLED TO A REPLACEMENT OR REFUND FOR A MAJOR FAILURE AND FOR COMPENSATION FOR ANY OTHER REASONABLY FORESEEABLE LOSS OR DAMAGE. YOU ARE ALSO ENTITLED TO HAVE THE GOODS REPAIRED OR REPLACED IF THE GOODS FAIL TO BE OF ACCEPTABLE QUALITY AND THE FAILURE DOES NOT AMOUNT TO A MAJOR FAILURE.

THIS GUARANTEE IS IN ADDITION TO OTHER RIGHTS OR REMEDIES UNDER LAW. NOTHING IN THIS GUARANTEE EXCLUDES, LIMITS OR MODIFIES ANY LIABILITY OF BISSELL WHICH IS IMPOSED BY LAW, OR LIMITS OR MODIFIES ANY REMEDY AVAILABLE TO THE CONSUMER WHICH IS GRANTED BY LAW. TO MAKE A CLAIM UNDER THIS GUARANTEE CONTACT BISSELL AUSTRALIA PTY LTD (DETAILS ABOVE). CONTACT BISSELL PRIOR TO RETURNING ANY GOODS. WHERE AGREED, BISSELL WILL REIMBURSE REASONABLE POSTAGE / HANDLING COSTS (IF ANY) FOR RETURNING GOODS TO BISSELL.

**NOTE:** Please keep your original sales receipt. It provides proof of date of purchase in the event of a warranty claim.

# Service

## If your BISSELL product should require service:

Contact BISSELL Consumer Care to locate a BISSELL Authorized Service Center in your area.

If you need information about repairs or replacement parts, or if you have questions about your warranty, contact BISSELL Consumer Care.

### Website:

[www.BISSELL.com](http://www.BISSELL.com)

### E-mail:

Australia: [consumeraus@bissell.com](mailto:consumeraus@bissell.com)  
New Zealand: [consumernz@bissell.com](mailto:consumernz@bissell.com)

BISSELL AUSTRALIA PTY LIMITED  
42 Rocco Dr.  
Scoresby 3179  
Victoria, Australia

### Telephone:

Australia: 1300-247-735  
New Zealand: 0800-247-735

# IMPORTANT SAFETY INSTRUCTIONS

## READ ALL INSTRUCTIONS BEFORE USING YOUR UPRIGHT VACUUM.

Unplug from outlet when not in use and before conducting maintenance. When using an electrical appliance, basic precautions should be observed, including the following:

### **WARNING**

#### **TO REDUCE THE RISK OF FIRE, ELECTRIC SHOCK, OR INJURY:**

- » 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 without supervision.
- » Children should be supervised to ensure that they do not play with the appliance.
- » If the supply cable is damaged it must be replaced by the manufacturer, its service agent,

- or similarly qualified person in order to avoid a hazard.
- » Keep hair, loose clothing, fingers, and all parts of body away from openings and moving parts of the appliance and its accessories.
- » Do not leave appliance when plugged in.
- » Unplug from electrical socket when not in use and before servicing.
- » Do not allow to be used as a toy.
- » Use only as described in this user guide.
- » Use only manufacturer's recommended attachments.
- » Do not use with damaged cable or plug.
- » Do not immerse in water or liquid.
- » If appliance is not working as it should, has been dropped, damaged, left outdoors, or dropped into water; do not attempt to operate it and return it to a service center.
- » Do not pull or carry by cable, use cable as a handle, close door on cable, or pull cable around sharp edges or corners.
- » Do not run appliance over cable.
- » Keep cable away from heated surfaces.
- » Do not unplug by pulling on cable.
- » To unplug, grasp the plug, not the cable.
- » Do not handle plug or appliance with wet hands.
- » Do not put any object into openings.
- » Do not use with any opening blocked; keep free of dust, lint, hair, and anything

- that may reduce air flow.
- » Turn off all controls before unplugging.
- » Use extra care when cleaning on stairs.
- » Do not use to pick up flammable or combustible liquids, such as petroleum, or use in areas where they may be present.
- » Do not pick up toxic material (chlorine bleach, ammonia, drain cleaner, etc.)
- » Do not use appliance in an enclosed space filled with vapours given off by oil base paint, paint thinner, some mothproofing substances, flammable dust, or other explosive or toxic vapours.
- » Do not pick up hard or sharp objects such as glass, nails, screws, coins, etc.
- » Use only on dry, indoor surfaces.
- » Keep appliance on a level surface.
- » Do not pick up anything that is burning or smoking, such as cigarettes, matches, or hot ashes.
- » Do not use without dust bag and/or filters in place.
- » Do not use outdoors or on wet surfaces
- » This appliance is provided with double insulation. Use only identical replacement parts.
- » Do not leave machine running in the same spot without handle fully upright.
- » Unplug before connecting or disconnecting the TurboBrush® Tool or Pet TurboEraser® Tool.

### **LED LIGHTED CREVICE TOOL WARNING**

- Caution: Risk of fire and burns. Do not recharge, disassemble, heat above 60°C (140°F) or incinerate. Keep batteries out of reach of children and in original package until ready to use. Dispose of used batteries promptly.
- Never put batteries in mouth. If swallowed, contact your physician or local poison control.
- Replace Battery With CR1632 Only. **USE OF ANOTHER BATTERY MAY PRESENT A RISK OF FIRE OR EXPLOSION.** CR1632 cells may be purchased anywhere batteries are sold.

**READ OPERATOR'S MANUAL**



# SAVE THESE INSTRUCTIONS

**FOR OPERATION ON A 220-240 VOLT A.C. 50-60 HZ POWER SUPPLY ONLY.**

This model is for household use only.

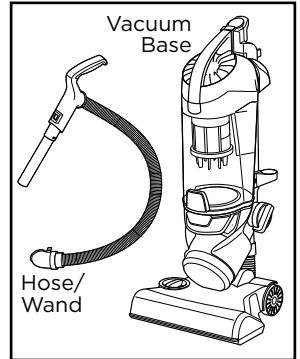
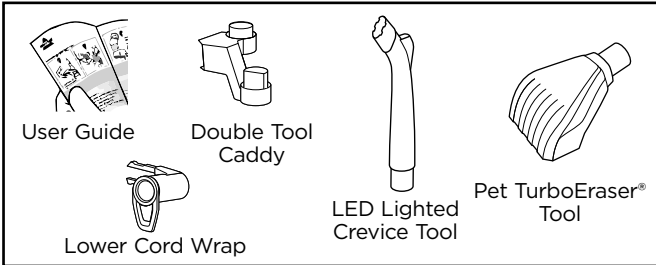
### **WARNING**

- » Plastic film can be dangerous. To avoid danger of suffocation, keep away from children.
- » Do not plug in your vacuum cleaner UNTIL you are familiar with all instructions and operating procedures.
- » To reduce the risk of electrical shock, turn power switch off and disconnect plug from electrical outlet BEFORE performing maintenance or troubleshooting checks.

# Thanks for buying a BISSELL vacuum!

We love to clean and we're excited to share one of our new innovative products with you. We want to make sure your vacuum works as well as it does today for years to come, so this guide has tips on using (page 7-11), maintaining (pages 12-15), and if there is a problem, troubleshooting (page 16).

## What's in the Box?

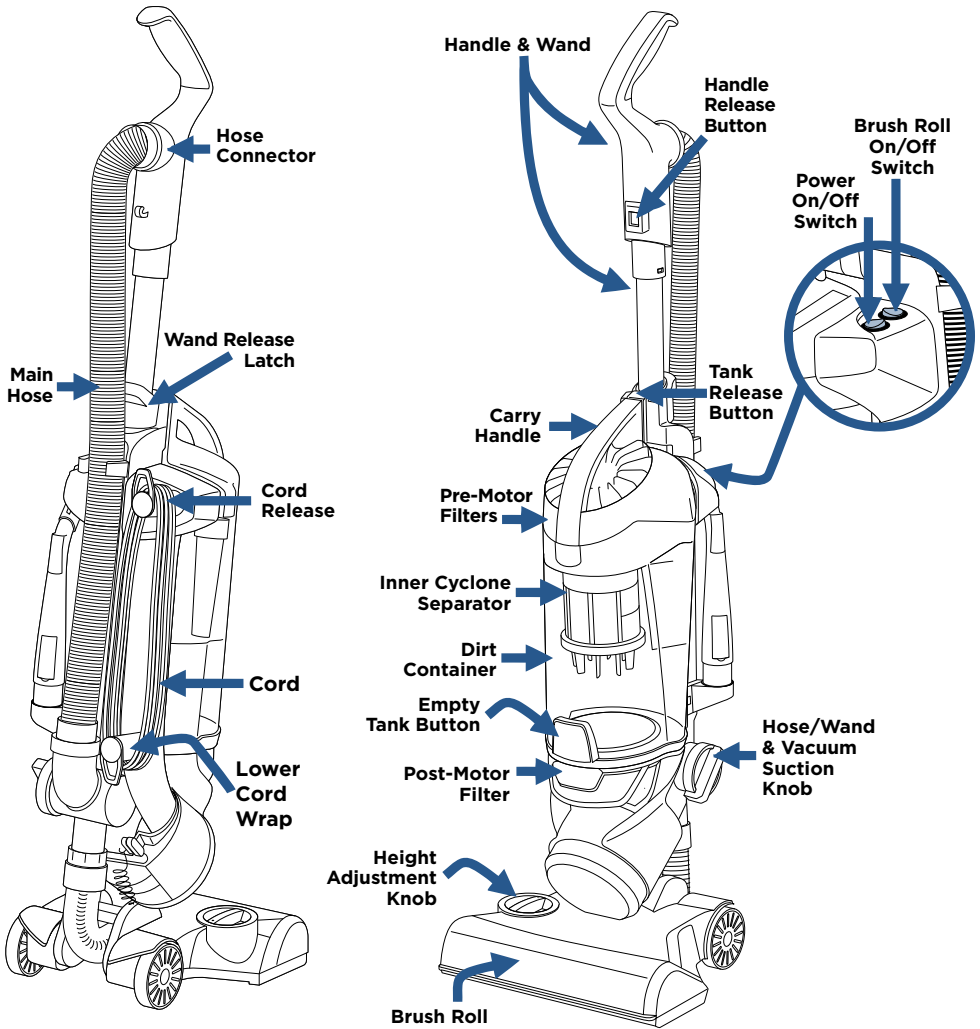


**NOTE:** Standard accessories may vary by model. To identify what should be included with your purchase, please refer to the "Carton Contents" list located on the carton top flap.

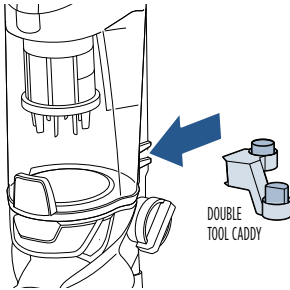
Quick Start / Assembly . . . . . 2	Troubleshooting . . . . . 16
New Pet Innovation . . . . . 3-4	Warranty . . . . . 17
Safety Instructions . . . . . 5	Service . . . . . 17
Product View . . . . . 7	Contact Information . . . . . 17
Operations . . . . . 8-11	Product Registration . . . . . 18
Maintenance & Care . . . . . 12-15	Parts & Supplies . . . . . 18



# Product View



# Assembly: Tool Caddy Options



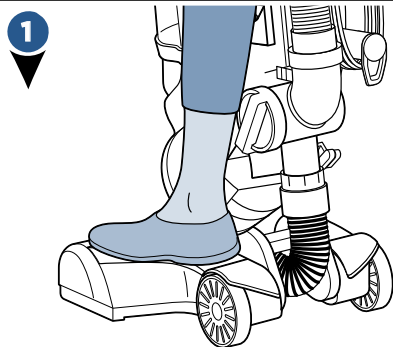
Store both the LED Lighted Crevice Tool and the Pet TurboEraser Tool. Push hard on the double tool caddy to slide it on the base of the vacuum.

## Operations

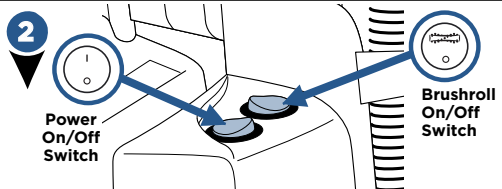
### **WARNING**

Do not plug in your vacuum until you are familiar with all instructions and operating procedures.

**NOTE:** Be sure the green suction knob on side of vacuum is turned to “Floor Suction” before use.

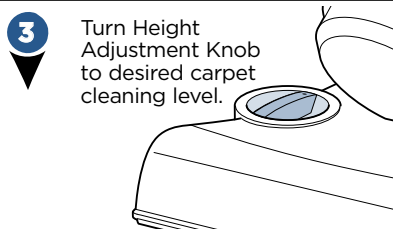


**1** Step gently on base and pull back on handle to recline.



**2** Turn vacuum on by pressing Power Switch on (I - ON and O - OFF). Press Brush roll switch to run the PowerBrush for carpet cleaning (brush roll is on when light on switch is illuminated). See page 15 to maintain the brush roll.

**NOTE:** The brush roll will automatically shut off when vacuum is locked in upright position, recline to reactivate.



**3** Turn Height Adjustment Knob to desired carpet cleaning level.

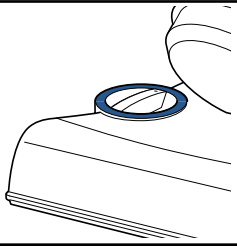
**NOTE:** For optimal carpet cleaning performance, adjust to the lowest practical setting. If your vacuum is difficult to push, adjust to the next higher setting.

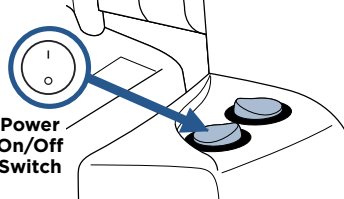
**NOTE:** In the unlikely event that hair wrapped around your brush roll, run vacuum back and forth on clean carpet several times. This will help release any wrapped hair.

**NOTE:** Turn off the brush roll when vacuuming hard or delicate surfaces that may be caught by the rotating brush. This could include hard wood, tiled floors, small area rugs or frieze carpets that have long delicate fibers or threads.

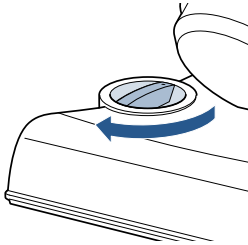
## Operations: Brush roll Safety Feature

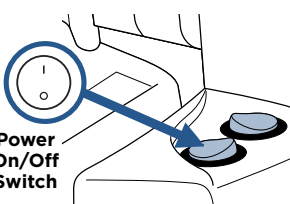
**1** If red light illuminates around height adjustment knob, you have tripped your brush roll motor safety feature.



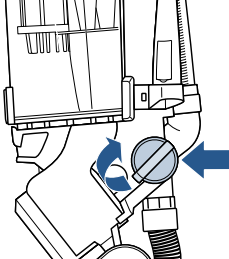
**2**  **Power On/Off Switch**  
Put vacuum in upright position and turn it off.

**3** It may have tripped because of use on premium soft carpet. Turn Height Adjustment Knob to the "high carpet" setting. Also check if debris is clogged in brush roll. Clear debris if necessary.

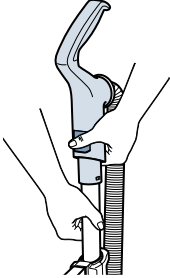


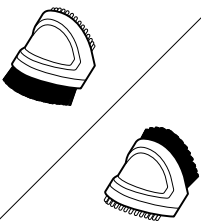
**4**  **Power On/Off Switch**  
Turn vacuum back on and try again.

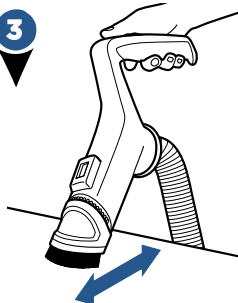
## Above Floor Cleaning: Handle

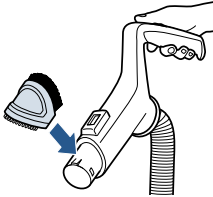
**1**  To use tools and the hose/wand; turn the green knob aligning arrow with "hose/tool suction."

**2**  Press Handle Release Button to release handle from wand.

 Pull straight up and out.

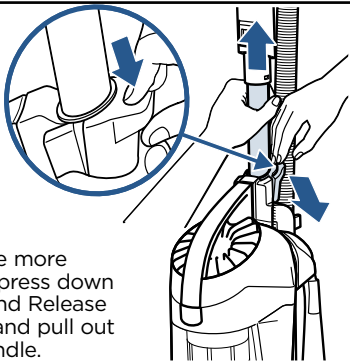
  
2-in-1 Pet Brush has white soft bristles for those gentle uses and rubber knobs for embedded pet hair.

**3**  Use the collar with the white soft bristles side for delicate surfaces.

**4**  Un-click the collar and flip around to use the rubber fingers for removing pet hair from your furniture. Listen for 2 "clicks" when reattaching.  
Once done using Handle, slide back on to Wand until it "clicks."  
Be sure to turn the green knob back to "Floor Suction" mode after using tools.

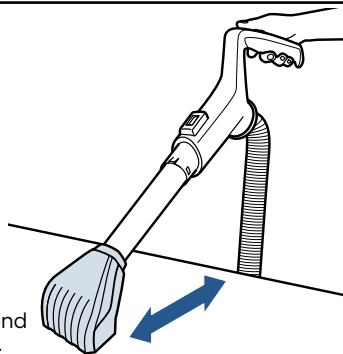
## Above Floor Cleaning: Wand

1



To have more reach, press down on Wand Release Latch and pull out the handle.

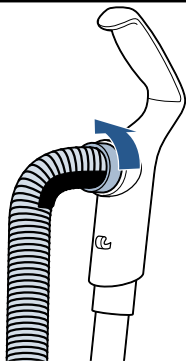
2



Attach desired tool to end of wand.

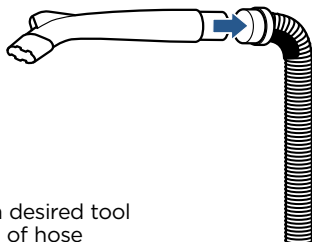
## Above Floor Cleaning: Hose

1



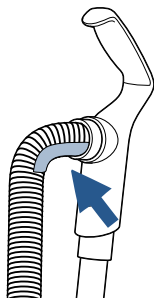
Grab Hose Connector, twist counter clockwise and pull hose out.

2



Attach desired tool to end of hose

3



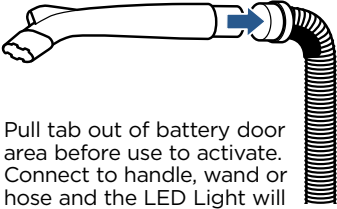
Push hose back in, aligning tabs; twist clockwise to lock into place. Be sure the hose relief is on bottom.

**NOTE:** The Pet TurboEraser® Tool and LED Lighted Crevice Tool each fit any of the above floor cleaning modes; Handle, Wand, or Hose!

**NOTE:** Be sure to always remember to turn the green knob back to "Floor Suction" mode after using tools.

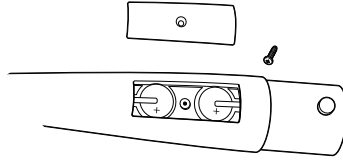
# LED Lighted Crevice Tool

1



Pull tab out of battery door area before use to activate. Connect to handle, wand or hose and the LED Light will automatically come on.

2



To replace LED battery, unscrew the small screw with a Phillips head screw driver. Pull cover off to reveal two batteries (CR1632 3V). Slide and pull out each battery and replace with new. Be sure the “+” sign on battery is facing out.

Dispose of used battery promptly. Keep away from children. Do not disassemble and do not dispose of in fire.

**NOTE:** When the small tab on the connection point of Crevice tool comes into contact with the handle, wand, or hose; that triggers the LED light to come on. When using with the Wand, be sure it does not pop through the opening at the end of the Wand.

# Vacuum Motor Protection

An internal thermal protector has been designed into your vacuum to protect it from overheating. When the thermal protector activates, the main vacuum motor will stop operating. If this happens, proceed as follows.

1

Turn vacuum OFF and unplug from electrical outlet.

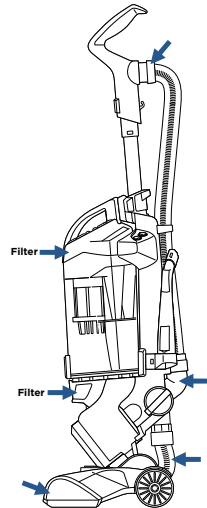
2

Check for the source of overheating problem (full dirt cup, dirty filters or, a clog) and fix by following the maintenance instructions.

3

When the motor cools for approximately 30 minutes, the thermal protector automatically resets and cleaning may continue. If the vacuum will not turn on or the thermal protector continues to activate, your vacuum may need servicing. Call BISSELL Consumer Care.

**NOTE:** The thermal protector controls the main vacuum motor only, not the brush motor. If the thermal protector activates, the brush will continue to operate normally; however, there will be no suction.



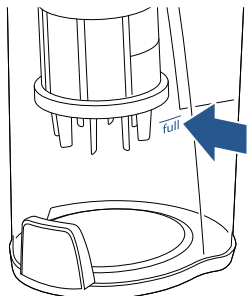
Possible areas that could clog.

# Maintenance: Removing/Emptying Dirt Tank

## **⚠️ WARNING**

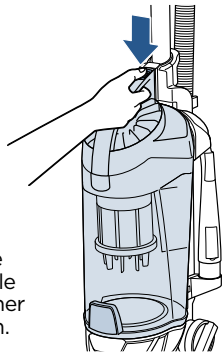
To reduce the risk of electrical shock, turn power switch off and disconnect polarized plug from electrical outlet before performing maintenance or troubleshooting checks.

**1**



Vacuum tank is full. Time to empty!

**2**



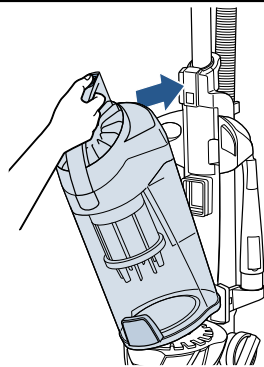
Press Tank Release Button. Grab handle to pull Dirt Container away from vacuum.

**3**



Holding Dirt Container over a trash bin, press Tank Empty Button. Snap bottom back into place.

**4**



Place tank back on the vacuum. Be sure you place the front of the tank first and push back to “click” into place.

## **⚠️ WARNING**

Do not operate vacuum with damp or wet filters. Allow components to dry before reassembling the Dirt Container.

## **⚠️ WARNING**

Before using your vacuum, make sure that the dirt container is in locked position and that all filters, both pre and post-filters are in place. **DO NOT** operate your vacuum without these filters.

## Parts & Supplies

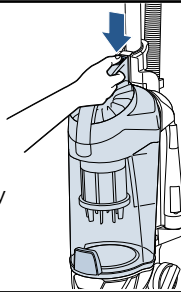
For Parts and Supplies, go to [www.BISSELL.com](http://www.BISSELL.com) and enter your model number in the search field.

## Maintenance: Cleaning & Replacing Top Pre-Motor Filters



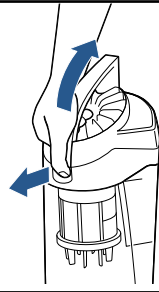
1

Press Tank Release Button and pull away from vacuum.



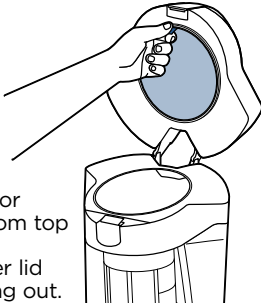
2

Pull tab out on front of dirt container and pull handle up to open filter location.



3

Remove pre-motor filters from top of dirt container lid by pulling out.



24h

Both the Pre-Motor Mesh and Foam filters are washable.

Clean with mild detergent, rinse and squeeze all excess water. Allow filters to dry completely before reinserting.

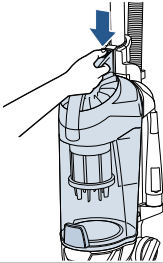
Place dry pre-motor filters back in the top of dirt container placing the thick foam filter last.

## Maintenance: Cleaning & Replacing Bottom Post-Motor Filter



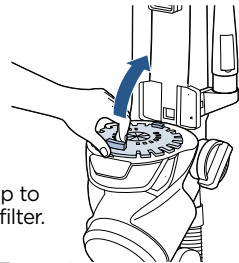
1

Press Tank Release Button and pull away from vacuum.



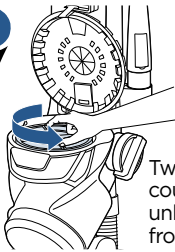
2

With dirt container removed, pull tab up to access post-motor filter.



3

Twist filter counter-clockwise to unlock and remove from vacuum.

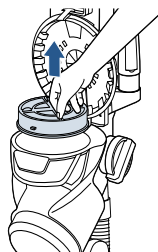


4

Lift to remove filter.

When reassembling, place filter back in unit and twist clockwise to "click" into place.

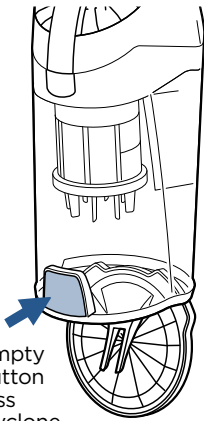
The pleated filter may NOT be washed. If dust/debris accumulates, gently tap the filter on inside of a trash bin.



**NOTE:** Replace this filter every 3 to 6 months. Visit [BISSELL.com](http://BISSELL.com) for Model 1650 filter replacements.

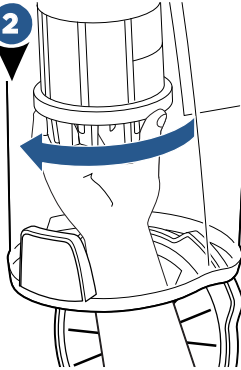
## Maintenance: Cleaning Inner Cyclone Separator

1



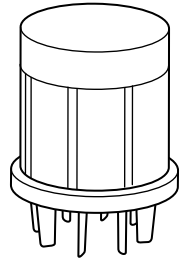
Push Empty Tank Button to access Inner Cyclone Separator.

2



Twist counter-clockwise to remove separator from dirt container and pull down.

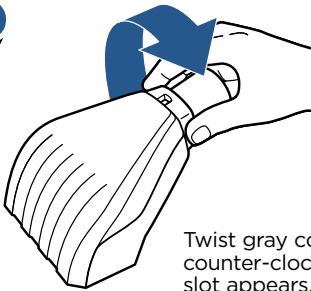
3



Tap separator against inside of trash bin and rinse under warm water if necessary. Be sure to let it completely dry before placing back in Dirt Container.

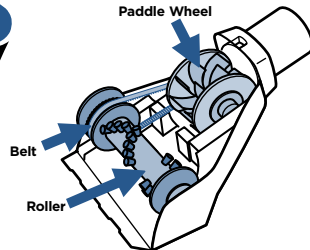
## Maintenance: Maintain the Pet TurboEraser® Tool

1



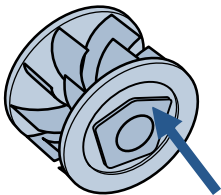
Twist gray collar counter-clockwise, until slot appears, and then separate faceplate.

2



Remove brush roll, belt, and paddle wheel. Inspect for damages and replace if necessary.

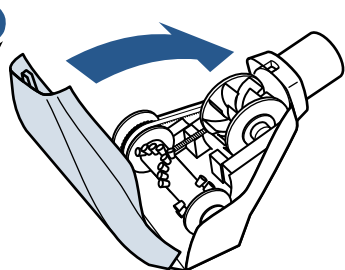
3



To reassemble, align two clips on each end of paddle wheel with belt on and pop back into place.

Place brush roll with belt back in. Faceplate will not close properly if all parts are not aligned correctly.

4



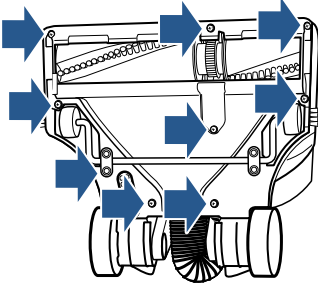
To put faceplate back on, align the tabs in the top of the cover and place it down to "click" into place.



# Maintenance: Replace the Brush & Belt

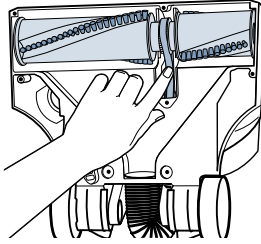


1



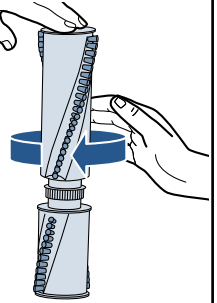
Unplug vacuum, turn over and unscrew 9 Silver Phillips head screws to remove bottom cover.

2



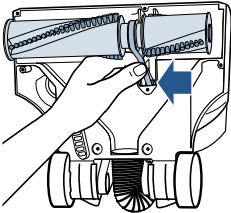
Pull roller straight out and slide belt off motor gear. Replace roller and/or belt.

3

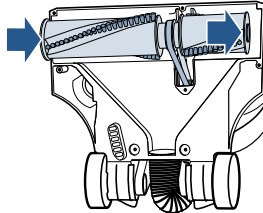


1. Inspect brush roll by placing it on its end and spin. The brush roll should spin freely, multiple times by one flick. If it doesn't, replace brush roll.  
2. Inspect belt, replace if it appears damaged.

4



1. Place belt back on brush roll.  
2. Pinch belt around brush roll & hook back around the silver motor gear.



3. Rotate brush roll into place and line up end caps.  
4. Re-attach bottom cover with 9 screws.

**NOTE:** If an object becomes lodged in foot and brush shuts off, turn vacuum off and unplug from electrical outlet. Remove obstruction and brush will automatically reset when vacuum is plugged and turned back on.

## Parts & Supplies

For Parts and Supplies, go to [www.BISSELL.com](http://www.BISSELL.com) and enter your model number in the search field.

# Troubleshooting

**WARNING** To reduce the risk of electric shock, turn power switch off and disconnect plug from electrical outlet before performing maintenance or troubleshooting checks.

Problem	Possible causes	Remedies
<b>Brush roll doesn't rotate</b>	Brush roll switch is turned off	Make sure Brush Roll switch is ON
	Vacuum is locked in upright position	Recline vacuum and switch ON the Brush Roll
	Vacuuming on Premium Soft Carpet	Turn Height Adjustment Knob to "high carpet" and turn vacuum off and back on
	Brush roll safety feature triggered (blue changes to red light illuminating around height adjustment knob)	Unplug, check for debris, and remove the debris
	Brush roll has lodged debris or other entanglements, keeping the brush from rotating	Unplug, check for debris, and remove the debris
<b>Vacuum won't pick up dirt</b>	Vacuum Suction Knob is in "hose/tool suction" mode	Turn knob aligning arrow with "Floor Suction"
	Filters are dirty	Remove and rinse pre-motor filter; allow enough time for it to dry properly before reinserting Remove post-motor filter and knock it against a trash can to remove debris; it should be replaced every 2-6 months depending on level of use
	There is a clog in the vacuum	Remove debris and any other entanglements that may be restricting the brush rolls rotation
	Dirt Container is not seated correctly	Press the Empty Button to release the Dirt Container and reseal properly
	There is a crack or hole in the Main Hose	If there is a crack or hole, order a new Main Hose from the BISSELL website
	Main Hose is not connected	Locate the Main Hose and reconnect by pushing the hose connection to secure the latch
	There is a clog in the hose or wand	Check inside of hose for clogs by disconnecting from handle; disassemble wand and check for clogs
	Hair wrapped around brush roll	Run vacuum back and forth on clean carpet several times to release wrapped hair
<b>Dirt is escaping from the vacuum</b>	Dirt Container is full	Empty the Dirt Container
	Filters are missing	Check to see if all of the Pre-Motor and Post-Motor filters are in place
<b>Hose won't pick up dirt</b>	Vacuum Suction Knob is in "Floor Suction" mode	Turn knob aligning arrow with "hose/tool suction"

**Please do not return this product to the store.**

Other maintenance or service not included in the manual should be performed by an authorized service representative. For any questions or concerns, BISSELL is happy to be of service.