

No Spray to Floor No Spray thru Hose, but sprays to floor

No Spray to Floor

*Be sure you are using genuine BISSELL formulas in your machine. Using other formulas may damage the machine and void the warranty.

If there is no spray at floor, please check the following:

- A) IS THERE LIQUID IN THE CLEAN WATER TANK
 - a. If not, they should add recommended BISSELL formula (use the included measuring cup) into the heavy duty bladder and fill the remaining with hot tap water.
- B) IS THE TANK LID PROPERLY ATTACHED TO BOTTOM TANK?
Make sure Tank Lid is properly attached to Bottom. To attach the lid, properly fit the front side and then secure the latch in the back. You should be able to lift the tank by the carry handle.
- C) IS THE TANK PROPERLY SET ONTO THE BASE OF THE UNIT? With the handle reclined set the tank on the base. If it doesn't sit securely, retry. The valve on the underside of the tank needs to connect into the inlet on the base.



- D) CHECK TO SEE IF MACHINE LOST PRIME.
Turn power off and back on. Wait one minute then depress trigger.
- E) IS THE PUMP-TO-MOTOR BELT STILL INTACT?
If this belt is broken, the pump will not work. Replace belt if broken.

F) CHECK TO SEE IF SPRAY THRU HOSE:

If YES, machine sprays thru hose –

- ▶ Pump is good, proceed to next step to check for spray to floor

If NO spray thru hose –

- ▶ Remove the tool on the end of the hose and see if hose will spray. If the hose sprays when the attachment is not connected, then the tool is clogged. Advise consumer to try cleaning out the spray-tip on the tool with a paper clip. The tool may require replacement.
- ▶ Stretch the hose out and give it a few light tugs to release any kinks in the internal water supply hose.

*Proceed once they verify it will spray through hose.

G) RE-ATTACH THE HANDLE:

If other steps fail to fix the problem, ask the consumer to remove the handle completely and re-attach. Once the handle is re-attached reattempt to spray.

If still no spray:

No Spray thru hose, but sprays at floor

A) CHECK TO SEE IF MACHINE LOST PRIME.

Turn power off and back on. Wait one minute then depress trigger.

B) CHECK ATTACHMENTS AND HOSE

- Remove the tool on the end of the hose and see if hose will spray. If the hose sprays when the attachment is not connected, then the tool is clogged. Advise consumer to try cleaning out the spray-tip on the tool with a paper clip. The tool may require replacement.
- Stretch the hose out and give it a few light tugs to release any kinks in the internal water supply hose.