

Troubleshooting

QuickSteamer 1770, 1970, 2080, 2090 Series

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No spray

- 1) **Make sure there is water** in the solution tank. Because the unit is gravity fed, there must be at least 3 ½ inches of liquid in the tank in order for the unit to spray.
- 2) **If solution tank is full (may be an air-bubble in the line)...**
 - Remove water tank
 - Squeeze trigger while re-inserting tank
 - Continue depressing trigger for additional 15 seconds
 - Spray is gravity-fed and may take 15-30 seconds to reach the spray tips at the floor
- 3) **Make sure the handle screw** is in correctly. The head of the screw should be recessed a ½ inch from the outside of the raised screw hole.
- 4) **Check the trigger** for tension.
 - If NO trigger tension...**
 - a) **Remove handle**, inspect for damage, and assist consumer in reassembling the handle correctly. The handle screw in the raised screw hole is easier to install with the unit lying on the floor face down with the screw hole facing the ceiling. The consumer will need to put pressure on the screw to get it to fully thread into the unit.
 - If YES; there is trigger tension...**
 - a) **Check to see if water** comes through the cap insert on the solution tank by pushing up on the X valve on the insert.
 - If NO water comes through cap insert...**
 - **Soak it in warm water** 30 minutes. Replace cap insert if needed.
 - If YES, water comes through the cap insert...**
 - **Check the spray bar** on the base of the unit for debris. Clean out the holes on the spray bar with a paper clip if needed.

If still no spray, refer consumer to an Authorized Service Center

No suction

- 1) **If no suction on carpet, but good suction on bare floor, the bare floor tool may be attached. Remove bare floor tool, and there should be suction on the carpet.**
- 2) **Make sure the collection tank** is empty.
- 3) **Check for debris** in the red rectangular gasket at the motor intake underneath the collection tank and remove as needed.
- 4) **Check for suction** at the motor intake.
 - If NO suction at motor intake...**

Refer consumer to an Authorized Service Center
 - If YES; there is suction at the motor intake...**
 - a) Check the foam filter in the collection tank for debris and clean as needed.
 - b) Make sure the collection tank is not damaged, full of debris or dirty water, and

is installed properly.

- c) Make sure the floor nozzle is not damaged, not full of debris, and is properly installed.
- d) Check for suction at the floor by pouring a small amount of water on a hard surface floor. Consumer should see water going into the collection tank.

If still no suction...refer consumer to an Authorized Service Center

No power

- 1) **Check the entire power cord and plug to see if it is damaged.**
If **Yes**; there is damage to the power cord...refer to Service Center
- 2) **Make sure cord** is plugged into a functioning outlet.

If still no power...refer consumer to an Authorized Service Center

Brush is not rotating

****Models 2080 and 2090 only****

- 1) **Check the brush ends.** Remove the brush end cap on the belt side of the unit. Remove the belt from the brush and then remove the brush from the unit. Inspect the brush and belt for damage or debris. Replace damage part as needed. Reinstall brush and belt. (See User's Guide for instructions).

Leaking at the spray bar

- 1) Make sure the handle on the unit is installed properly. Advise the consumer to remove the handle and install again. Make sure the consumer has the screw for the handle aligned properly and going straight into the back of the unit.

Leaking around receiving area, or down the side of the machine

(Solution tank may not leak when lifted out of the machine)

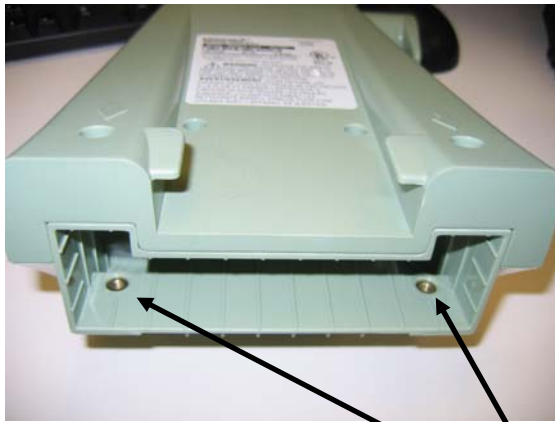
- 1) Check to make sure rubber gasket is correctly placed on the cap of the solution tank and not in the receiving area of the unit.

Handle screw will not attach

- 1) **Make sure the consumer** applies pressure to the front of the unit while at the same time turning the screw on the back with a screwdriver. Recommend to the consumer to place their free hand on the front of the unit in order to apply pressure. It may be necessary for the consumer to lay the unit on the ground face down and apply downward pressure on the screwdriver to insert the screw.

Screws will not thread into the handle

Have the consumer remove the lower portion of the handle from the base of the unit and look for the threads that should be embedded into the plastic. **If the threads are missing, refer the consumer to the nearest authorized service center or RA the machine if applicable.**



Location of the screw threads

Attaching Hard Floor Tool (2080 & 2090)

- 1) Remove collection tank

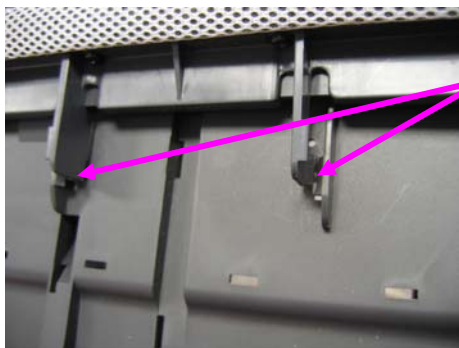
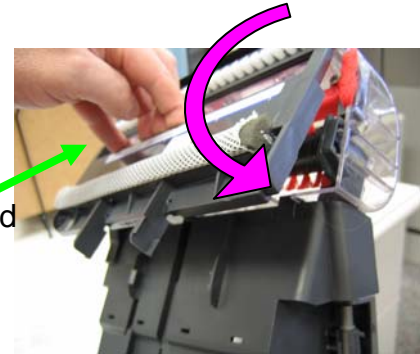


- 2) Attach the Hard Floor Tool by hooking it into the front of the removable nozzle, and swinging it down until the tabs pop into place.



Hook into front
of floor nozzle

Swing downward



Tabs pop into
place



Hard Floor Tool in place

Tripping circuit breaker

- 1) First check all filters on the machine, which can make the motor overheat and thereby "trip" a breaker.
- 2) Check the amp limit of circuit breakers
- 3) If consumer is using a machine, and the circuit breakers are already overloaded, they may find the circuit keeps "tripping" if additional appliances are plugged into the same circuit.
- 4) If nothing else is plugged into the circuit, there is a good chance it will not "trip." Using the machine does not pose a safety concern; however, it may be an annoyance to the consumer.
- 5) According to the BISSELL Manager of Compliance, most homes contain 15-20 amp circuit breakers. If the consumer continues having problems with a machine, the circuits are not already overloaded, and the amperage of their

circuit breakers have the standard 15-20 amp service rating, have the unit returned to Grand Rapids, Attention: Quality. Remember to add comments to the RA describing the issue.