



User's Guide

Model 3512-5 Series

- Assembly
- Operation
- Maintenance
- Troubleshooting

Thanks for buying a BISSELL Upright Vacuum Cleaner.

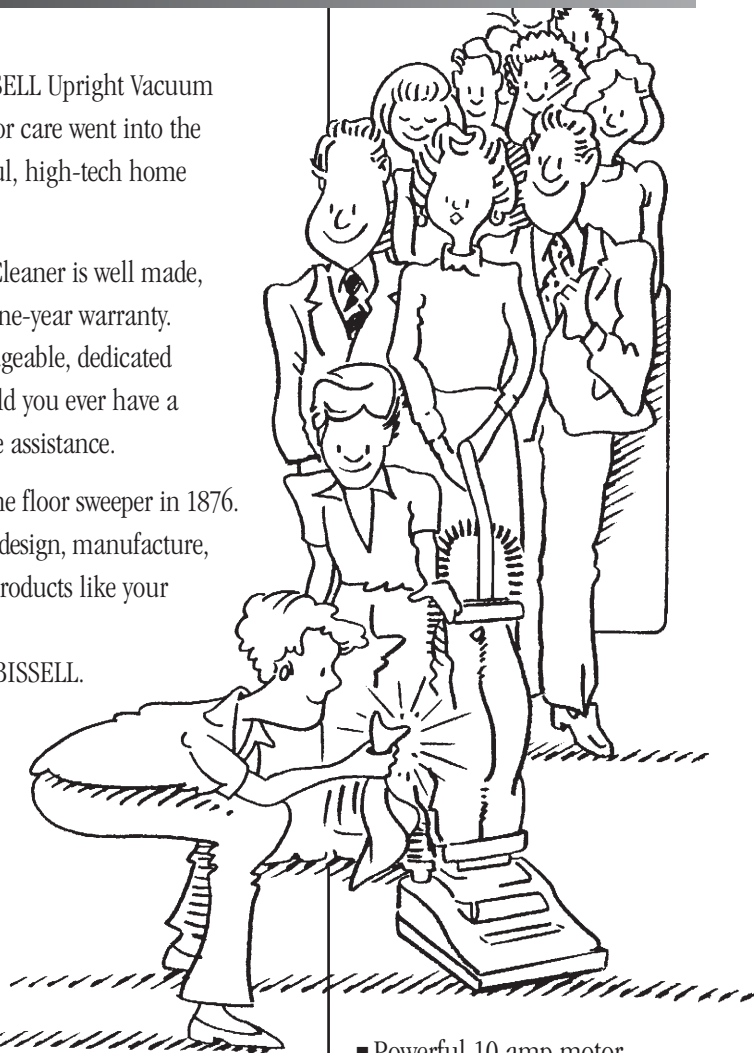
We're glad you purchased a BISSELL Upright Vacuum Cleaner. Everything we know about floor care went into the design and construction of this powerful, high-tech home vacuuming system.

Your BISSELL Upright Vacuum Cleaner is well made, and we back it with a comprehensive one-year warranty. We also stand behind it with a knowledgeable, dedicated Customer Service department, so, should you ever have a problem, you'll receive fast, considerate assistance.

My great-grandfather invented the floor sweeper in 1876. Today, BISSELL is a global leader in the design, manufacture, and service of high quality homecare products like your BISSELL Upright Vacuum Cleaner.

Thanks again, from all of us at BISSELL.

Mark J. Bissell
President and Chief Executive Officer



- Powerful 10 amp motor
- Specialized on board tools to meet all vacuuming needs
- Multi-surface height settings
- Wide beam headlight
- Dual edge cleaning action

IMPORTANT SAFETY INSTRUCTIONS

When using an electrical appliance, basic precautions should be observed, including the following:

READ ALL INSTRUCTIONS BEFORE USING YOUR UPRIGHT VACUUM.

Always connect to a polarized outlet (left slot is wider than right). Unplug from outlet when not in use and before conducting maintenance.

⚠ WARNING: To reduce the risk of fire, electric shock, or injury:

- Do not modify the polarized plug to fit a non-polarized outlet or extension cord.
- Do not leave vacuum cleaner unattended when it is plugged in.
- Unplug from outlet when not in use and before servicing.
- Do not use outdoors or on wet surfaces.
- Do not allow children to operate vacuum cleaner or use as a toy.
- Pay close attention when working around children.
- Do not use for any purpose other than described in this User's Guide.
- Use only manufacturer's recommended attachments.
- Do not use with damaged cord or plug.
- If appliance is not working as it should, has been dropped, damaged, left outdoors, or dropped into water, return it to a service centre.
- Do not pull or carry by cord, use cord as a handle, close a door on cord, or pull cord around sharp edges or corners. Do not run appliance over cord. Keep cord away from heated surfaces.
- Do not unplug by pulling on cord. To unplug, grasp the plug, not the cord.
- Do not handle vacuum cleaner or plug with wet hands.
- Do not put any object into openings. Do not use with any opening blocked; keep openings free of dust, lint, hair, and anything that may reduce air flow.

- Keep hair, loose clothing, fingers, and all parts of body away from openings and moving parts.
- Turn off all controls before plugging or unplugging vacuum cleaner.
- Use extra care when cleaning stairs.
- Do not pick up flammable materials (lighter fluid, gasoline, kerosene, etc.) or use in the presence of explosive liquids or vapours.
- Do not pick up toxic material (chlorine bleach, ammonia, drain cleaner, etc.).
- Do not use vacuum cleaner in an enclosed space filled with vapours given off by oil base paint, paint thinner, some moth proofing substances, flammable dust, or other explosive or toxic vapours.
- Do not pick up hard or sharp objects such as glass, nails, screws, coins, etc.
- 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.
- Use only on dry, indoor surfaces.
- Keep appliance on a level surface.
- Do not carry the vacuum cleaner while it is running.

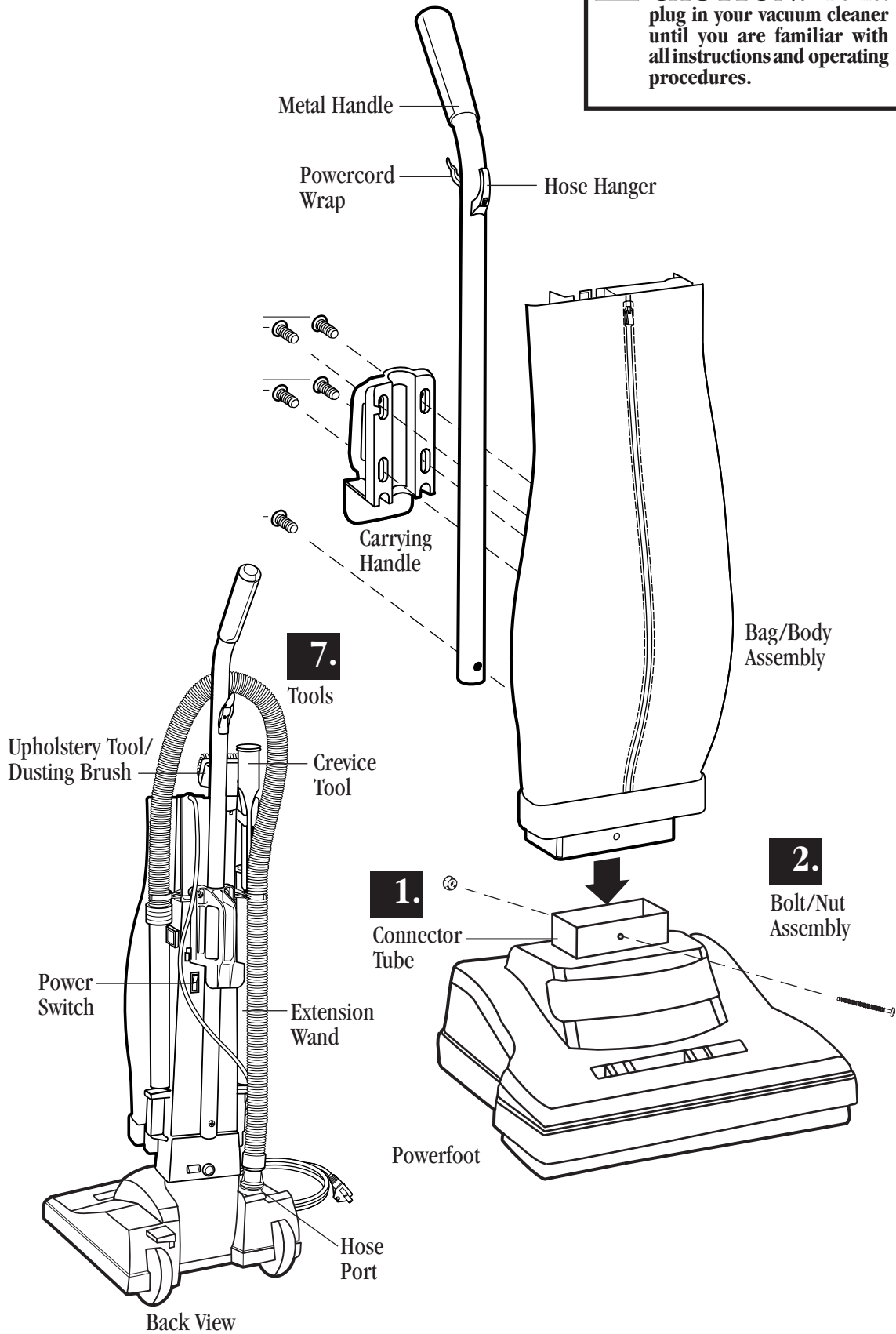
SAVE THESE INSTRUCTIONS FOR FUTURE USE.

THIS APPLIANCE HAS A POLARIZED PLUG.

To reduce the risk of electric shock, this appliance has a polarized plug (one blade is wider than the other). This plug will fit in a polarized outlet only one way. If the plug does not fit fully in the outlet, reverse the plug. If it still does not fit, contact a qualified electrician to install a proper outlet. Do not change the plug in any way.

This model is for household use only.

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





How to use this guide

This User's Guide has been designed to help you get the utmost satisfaction from your BISSELL® Upright Vacuum Cleaner. You'll find assembly and operating instructions, safety precautions, as well as maintenance and troubleshooting instructions. Please read this Guide thoroughly before assembling your vacuum cleaner.


Pay particular attention to the assembly diagram, assembly instructions, and part names. Locate and organize all parts before assembly. Familiarize yourself with the parts and where they go. Following this User's Guide will greatly enhance your ability to get the most performance from your BISSELL® Upright for many years.

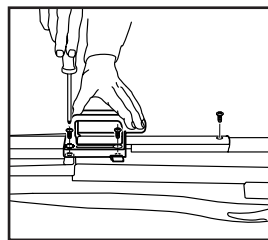
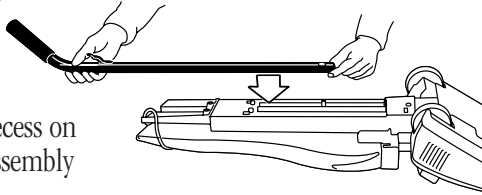
How to put it together

The only tool you'll need to assemble your vacuum cleaner is a Phillips head  screwdriver.

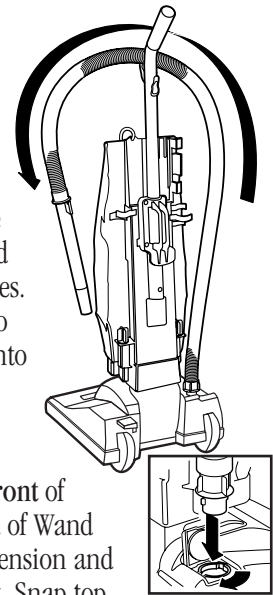
 **WARNING:** Plastic film can be dangerous. To avoid danger of suffocation, keep away from babies and children.

Attach Vacuum Body to Powerfoot

1. Place Powerfoot on floor with Connector Tube in vertical position. Place Bag/Body Assembly over Connector Tube as shown. Stand behind cleaner and push down **SLIGHTLY** on top of Bag/Body Assembly until you hear a click.
2. Push long bolt through bottom hole on **FRONT** of Connector Tube. Place nut over end of bolt and hold in place while tightening bolt with a phillips head  screwdriver. **NOTE:** If bolt will not go through hole easily, repeat step 1.
3. Place Powerfoot and Bag/Body Assembly on floor or other stable surface. Place Metal Handle into recess on back of Bag/Body Assembly as shown.
4. Align Carrying Handle over screw holes in Bag/Body Assembly. **NOTE:** Lower Cord Wrap must point toward **BOTTOM** of cleaner.
5. Install four (4) screws through Carrying Handle and one (1) screw through Metal Handle as shown. Tighten all the screws. Do not overtighten - product damage may result.



6. Attach Hose and Tools. To attach Hose with Wand, open Tool Door on top cover. Insert end of Hose into Hose Port and fit tabs into notches. Turn **clockwise** to lock. Press Hose into Hose Clip. Route Hose over top of cleaner, through Hose Hanger on **front** of Handle. Place end of Wand over X-shaped extension and push down to seat. Snap top of Wand into Hose Clip.
7. Attach Tools to caddy in their positions as shown.



8. Assemble Dust Bag

Unzip Cloth Bag.

Fold down top of new Dust Bag.

Grasp Bag Collar and push Collar firmly over raised rib on Connector Tube.

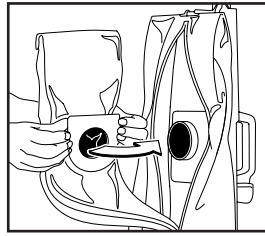
Pushing too hard on the Collar may rip the Dust Bag.

Tuck remainder of Dust Bag completely into vacuum cleaner.

Lay it flat, top to bottom, without bunching.

Zip Cloth Bag closed.

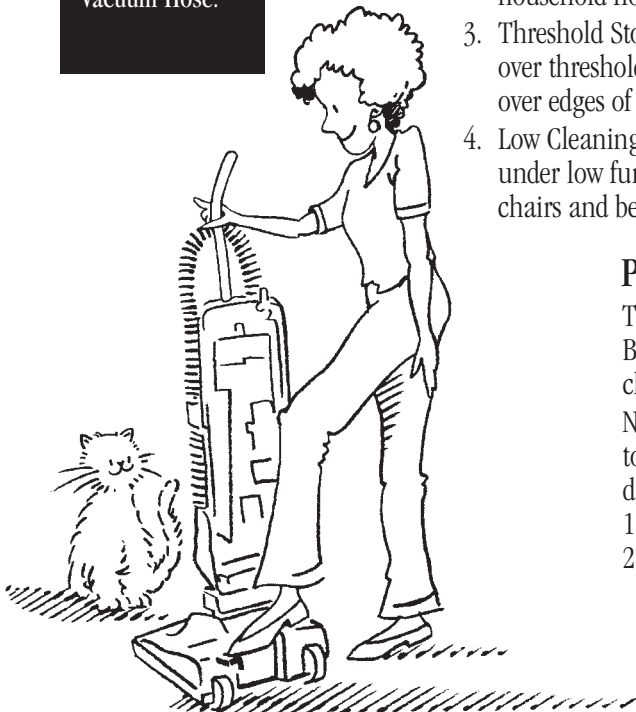
Assembly is now complete.



How to use your BISSELL® Upright Vacuum Cleaner

Tip:

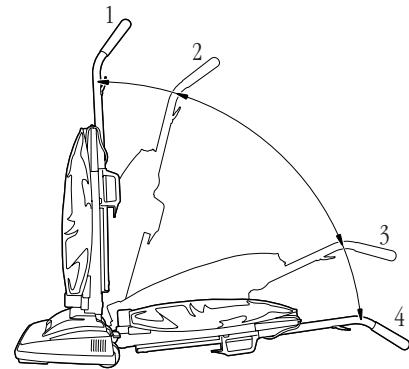
Before cleaning under low furniture, check area first for objects that might harm the unit or block the Vacuum Hose.



Handle Positions

Press the Handle Release Pedal with your foot to place your Upright into one of four cleaning positions.

1. Upright - For storage and above floor cleaning with special tools.
2. Normal Cleaning - Use for most household floor cleaning tasks.
3. Threshold Stop - Use for going over thresholds or for vacuuming over edges of area rugs.
4. Low Cleaning - Use for vacuuming under low furniture such as tables, chairs and beds.



Powerfoot Height Adjustment

The Powerfoot/Rotating Floor Brush on your BISSELL® Upright Vacuum can be adjusted to clean several floor surfaces.

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

1. Place Handle in Upright Position.
2. Slide Floor Surface Selector to desired setting.

- HI - For plush pile or shag carpet.
- LO - For short pile carpets and bare floors.

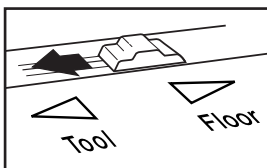
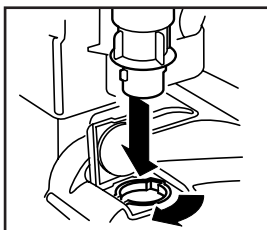
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Special Tools

Tip:

Hair, string and small objects can block the Vacuum Hose or Tools. Check them occasionally for obstructions. See Troubleshooting Guide for instructions.



Your Upright Vacuum Cleaner is not only a powerful carpet and rug vacuum cleaner, it's also a versatile above floor vacuum cleaner when you select one of the four special tools stored on the Tool Caddy.

1. Raise Handle to Upright Position.
2. Make sure Vacuum Hose is securely inserted in Hose Port (turn clockwise to lock).
3. Slide Cleaning Selector to Tool setting to divert all suction to Hose.
4. Attach tools by firmly pushing/twisting onto Vacuum Hose or Wand.

- Upholstery Tool/Dusting Brush - For dusting surfaces such as table tops, mantles, lamp shades, drapes, woodwork, etc. Slide Dusting Brush off for upholstery or stairs.



- Extension Wand- For extra length or reach. Use with one of three other tools.



- Crevice tool - For tight, narrow spaces.



WARNING: The Rotating Floor Brush continues to rotate while tools are in use. To reduce the risk of injury from moving parts, always move the cleaner with the carry handles at the front and back of the cleaner. Always place vacuum cleaner on floor with Handle in Upright position when using tools. Never place your fingers under the cleaner when it is running. Never place Powerfoot on furniture, or place vacuum cleaner close enough to objects to pull them into rotating brush.

To resume normal floor vacuuming:

1. Slide Cleaning Selector to Floor to divert the suction back to the Floor Brush.
2. Vacuum Hose may be left in place. For maximum cleaning performance, remove Vacuum Hose from Hose Port and close Tool Door.

Power Cord Storage

When you are done using your BISSELL® Upright Vacuum Cleaner, return it to the Upright position and store the Power Cord.

1. Turn vacuum cleaner off.
2. Unplug Power Cord by grasping the polarized plug (NOT the cord) and disconnect from outlet.
3. Loop Power Cord around Cord Wraps on back of vacuum cleaner.
4. Clip molded plug to Power Cord to secure.

Routine maintenance

All Models

To maintain maximum performance from your BISSELL® Upright Vacuum Cleaner, perform these simple maintenance checks at least once a month.

Replace Dust Bag

To maintain peak vacuum efficiency, you should check the Dust Bag weekly, and replace it when it is no more than half full.

Never reuse a paper Dust Bag.

1. Unplug cleaner from electrical outlet.
2. Unzip Cloth Bag.
3. Grasp paper Dust Bag and Bag Collar, pull used Dust Bag from Connector Tube, and dispose of Dust Bag.
4. Fold down top of new Dust Bag.
5. Grasp Bag Collar and push Collar firmly over raised rib on Connector Tube. Pushing too hard on the Collar may rip the Dust Bag.
6. Tuck remainder of Dust Bag completely into vacuum cleaner. Lay it flat, top to bottom, without bunching.
7. Zip Cloth Bag closed.



WARNING: To reduce the risk of electric shock, turn Power Switch OFF and disconnect polarized plug from electrical outlet before performing maintenance or troubleshooting checks.

Replacement Bags

Use only BISSELL® Style 2 Dust Bags in your Upright Vacuum Cleaner. You may purchase these bags from your retailer, or to place an order using Visa or MasterCard, cheque or money order call:

BISSELL Customer Service
1-800-263-2535

Monday - Friday

8:00 A.M. - 4:30 P.M. (E.S.T.)

E-mail us at: canada.custhelp@bissell.com

Or visit our Web Site @ www.bissell.com

Check Rotating Brush and Drive Belt

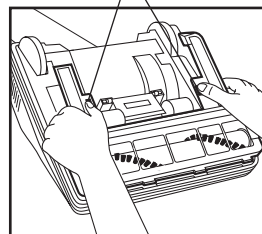
You should check your vacuum cleaner's Drive Belt and Rotating Floor Brush regularly for wear or damage. You should also clean the brush and brush ends of string, hair, and carpet fibers. These can wrap around the brush and hamper its ability to effectively clean your carpet.

1. Unplug unit from electrical outlet.
2. Place Handle in Low Cleaning position and turn vacuum cleaner face down on floor.
3. Locate two Lock Tabs adjacent to forward wheels on removable Brush Cover.
4. Using your fingers, press outward on Lock Tabs to remove Brush Cover.
5. Grasp Rotating Floor Brush at both ends and lift up.
6. Clean strings, hair and other debris from Rotating Floor Brush, paying particular attention to brush ends.
7. Clean strings, hair and other debris from Motor Pulley and Drive Belt areas.
8. Check Drive Belt carefully for wear, cuts or stressed areas. Inspect entire belt by rolling floor brush with the palm of your hand several times in the direction of the Motor Pulley.
9. Check Air Passageway for obstructions. Remove debris from this area.



WARNING: To reduce the risk of injury from moving parts, turn off vacuum cleaner and disconnect Power Plug from electrical outlet.

Lock Tabs



Tip:

This is a good time to clean the Slide Track area of hair, string, dirt, or other obstructions.

Replace Drive Belt

Replacement Belts

Use only BISSELL® Replacement Belt Style 2 (#3215P) in your Upright Vacuum Cleaner. You may purchase these belts from your retailer. To locate a retailer near you, or to place an order using Visa, MasterCard, cheque or money order call:

BISSELL Customer Service

1-800-263-2535

Monday - Friday

8:00 A.M. - 4:30 P.M. (E.S.T.)

E-mail us at: canada.custhelp@bissell.com

Or visit our Web Site @ www.bissell.com

1. With Rotating Floor Brush removed from vacuum cleaner, stretch old belt to clear Motor Pulley, and remove belt. Discard.
2. Place new Drive Belt over Motor Pulley and stretch other end over crown of Rotating Floor Brush.
3. Place belt end of Rotating Floor Brush into its slot and hold it in place with your left hand, while slowly pulling opposite end of brush down into its slot with your right hand.
4. Turn Rotating Brush by hand several times in direction of Motor Pulley. If properly installed, Drive Belt will centre itself on Rotating Brush crown.
5. Position Brush Cover Tabs in the four Brush Cover slots along front of Powerfoot, and snap Brush Cover into place.

Replace Lightbulb

Replacement Bulb

Use only BISSELL® Replacement Bulb (555-9069) in your Upright Vacuum Cleaner. You may purchase these bulbs by calling

BISSELL Customer Service

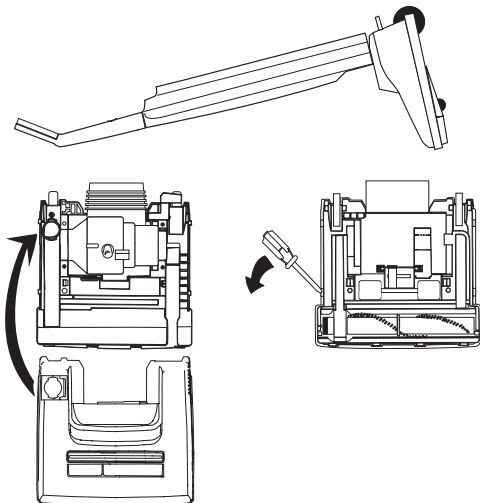
1-800-263-2535

Monday - Friday

8:00 A.M. - 4:30 P.M. (E.S.T.)

E-mail us at: canada.custhelp@bissell.com

Or visit our Web Site @ www.bissell.com



1. Unplug unit from electrical outlet.
2. Remove Cleaning Selector and Floor Surface Selector from Top Cover by grasping Selectors firmly and pulling straight up.
3. Place Handle in Upright position and turn vacuum cleaner face down on floor.
4. Insert a blade type screwdriver into four slots on underside of Powerfoot and pry outward on sides of Top Cover to unsnap internal latches.
5. Return vacuum cleaner to Upright position on floor and push Handle Release Pedal with foot to lower the Handle to Low Cleaning Position.
6. Lift Top cover from Powerfoot (If Vacuum Hose is attached to Hose Port, remove by turning counterclockwise and lifting up).
7. Gently work bulb from side to side while pulling up. Do not squeeze bulb too firmly with fingers or it may break and injure you.
8. Insert new bulb, pushing gently until it is firmly seated in socket.
9. Realign Top Cover to Powerfoot, making sure opening under Tool Door fits over Hose Port. Press Top Cover downward until you hear all four internal latches snap into place.
Test Top Cover for tightness by pulling up on it.
10. Replace Cleaning Selector and Floor Surface Selector by pushing them on firmly.

Troubleshooting

Vacuum cleaner won't run.

Possible Causes

Vacuum cleaner is not plugged in
Household fuse/breaker

Remedies

Check electrical plug
Check/replace fuse - Reset breaker
Call BISSELL Customer Service

Vacuum cleaner won't pick up dirt.

Possible Causes

Incorrect setting
Height adjustment too high
Paper Dust Bag is full
Rotating brush drive belt broken
Drive Belt stretched/
off Motor Pulley Shaft
Rotating Floor Brush bristles worn
Rotating Floor Brush jammed

Remedies

Move Cleaning Selector to Floor setting
Reset Height Adjustment
Replace with new bag
Replace Drive Belt
Reposition belt/clean brush/belt areas

Replace brush
Remove brush and clean debris from
brush ends
Remove Brush Cover.
Clean debris from passageway
Remove bolt and nut from Vacuum Body.
Use flat blade screwdriver to release
locking tab on Powerfoot from Vacuum
Body. Remove Vacuum Body and clean
obstructions from inside Powerfoot and
Vacuum Body bottom. Reassemble
following instructions on Page 4

⚠️ WARNING: To reduce the risk of injury from moving parts and/or electrical shock, turn Power Switch OFF and disconnect polarized plug from electrical outlet before performing troubleshooting checks.

Air Passageway clogged

Dirt Tube is clogged

Cleaning Selector won't slide.

Possible Causes

Dirt clogging slide track

Remedies

Remove Brush Cover and clean slide area

Tools won't pick up dirt.

Possible Causes

Incorrect Setting
Vacuum Hose, Wands
or Tools clogged

Remedies

Move Cleaning Selector to Tools setting
Visually check for objects blocking
suction path and remove carefully

Vacuum cleaner is difficult to push.

Possible Causes

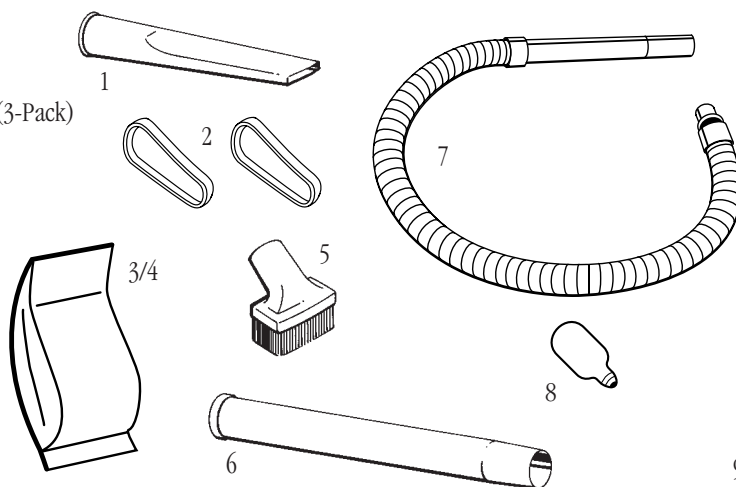
Incorrect Floor Surface Selector setting

Remedies

Move Selector to next highest setting

Replacement parts - BISSELL® Upright Vacuum System

Item	Part No.	Part Name
1	210-9103	Crevice Tool
2	3215P	Drive Belt (2-Pack)
3	32013	Style 2 Microfiltration Dust Bag (3-Pack)
4	3218P	Style 2 Dust Bag (3-Pack)
5	210-9104	Upholstery Tool/Dusting Brush
6	210-9102	Extension Wand
7	210-5005	6' Flex Hose
8	555-9069	Headlight Bulb



If suggestions for this or any function of your Upright Vacuum Cleaner do not correct the problem, call:

BISSELL Customer Service
1-800-263-2535

Monday - Friday
8:00 A.M. - 4:30 P.M. (E.S.T.)

About your warranty

If you need additional instruction regarding this warranty or have questions regarding what it may cover, please contact BISSELL Customer Service by e-mail, telephone, or regular mail as described below.

Limited One Year Warranty

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

See information below on "If your BISSELL product should require service".

This warranty applies to product used for personal, and not commercial or rental service. This warranty does not apply to fans or routine maintenance components such as filters, bags, belts, or brushes. Damage or malfunction caused by negligence, abuse, or use not in accordance with the User's Guide is not covered.

If your BISSELL product should require service:

Call BISSELL Customer Service at the number below or www.bissell.com to locate a BISSELL Authorized Service Centre in your area. If there are no authorized BISSELL Service Centres in your area, a BISSELL Representative at canada.custhelp@bissell.com or at the phone number below will issue you a Return Authorization Number and a pre-paid mailing label to return the unit to BISSELL for warranty repair.

-- The machine should be returned with a photocopy of your proof of purchase. (Your dated sales receipt is your warranty - do not send original.) If you need information about repairs or replacement parts, or if you have questions about your warranty, e-mail: canada.custhelp@bissell.com.

Or call:

BISSELL Customer Service

1-800-263-2535

Monday - Friday 8 a.m. - 4:30 p.m. (E.S.T.)

Or write:

BISSELL Ltd.,

ATTN: Customer Service,

Box 1003,

Niagara Falls, Ontario, L2E 6W2

*EXCEPTIONS AND EXCLUSIONS FROM THE TERMS OF THE **LIMITED** WARRANTY.

BISSELL LTD. IS NOT LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY NATURE ASSOCIATED WITH THE USE OF THIS PRODUCT. BISSELL'S LIABILITY WILL NOT EXCEED THE PURCHASE PRICE OF THE PRODUCT.

THIS WARRANTY IS EXCLUSIVE AND IN LIEU OF ANY OTHER WARRANTIES EITHER ORAL OR WRITTEN. ANY IMPLIED WARRANTIES WHICH MAY ARISE BY OPERATION OF LAW, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE ONE YEAR DURATION FROM THE DATE OF PURCHASE AS DESCRIBED ABOVE.

BISSELL Customer Service

For information about repairs or replacement parts, or questions about your warranty, call:

BISSELL Customer Service

1-800-263-2535

E-mail us at: canada.custhelp@bissell.com

Monday - Friday

8:00 A.M. - 4:30 P.M. (E.S.T.)

Visit our Web Site @ www.bissell.com

Or write:

BISSELL Ltd.

ATTN: Customer Service

Box 1003

Niagara Falls, Ont. L2E 6W2

When contacting BISSELL, have model number of unit available.

Please record your Model Number: _____

Please record your Purchase Date: _____

NOTE: Please keep your original sales receipt. It is your warranty.

Please do not return this product to the store.



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BISSELL Ltd.

Niagara Falls, Ont., L2E 6W2

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Part Number 310-5820

Visit our Web Site at:

www.bissell.com