

Troubleshooting

Bissell ProHeat 2X Select BS-9400F

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Consumer states unit will **not spray to the floor** and **no spray from the upholstery tool**

Solution 1:

The Red float door inside lid of 2-in-1 Tank may have closed as a result of the Tank being full of dirty water and needs to be emptied and refilled with clean water, or bumping an object or moving machine back and forth too quickly. When this happens the red Water Level Indicator will rise and create a shut off mechanism over the hole where red Lint Filter Basket sits to prevent water getting into motor area.

If this occurs, remove the 2-in1 Tank from the machine.

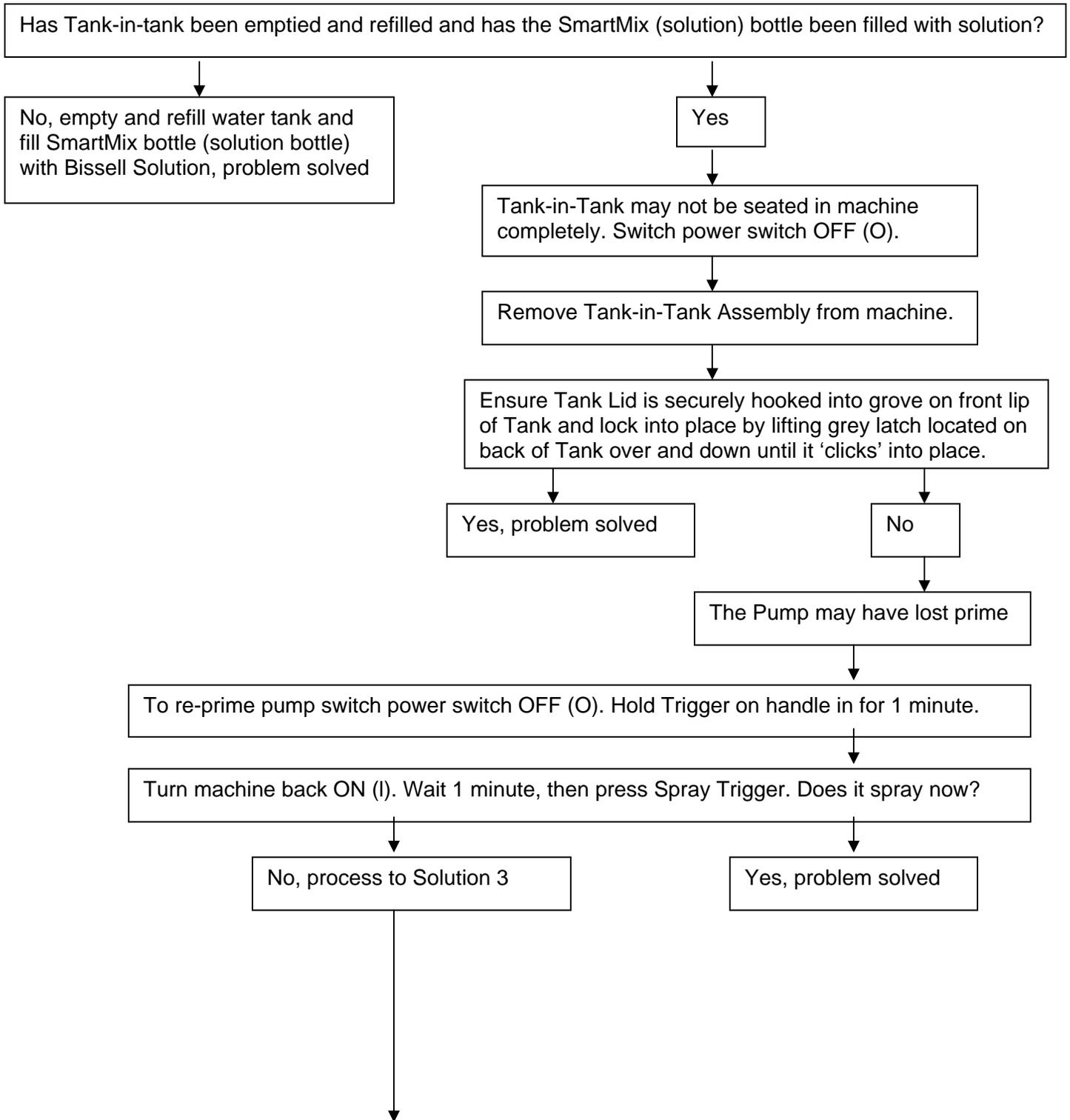
Lift grey latch at back of tank to remove Tank Lid

Ensure that the red Water Indicator inside the Tank Lid is sitting away from the red Lint Filter Basket inside and remove any debris from the red lint filter basket (it can be removed and rinsed in hot tap water if necessary). Is there spray now?

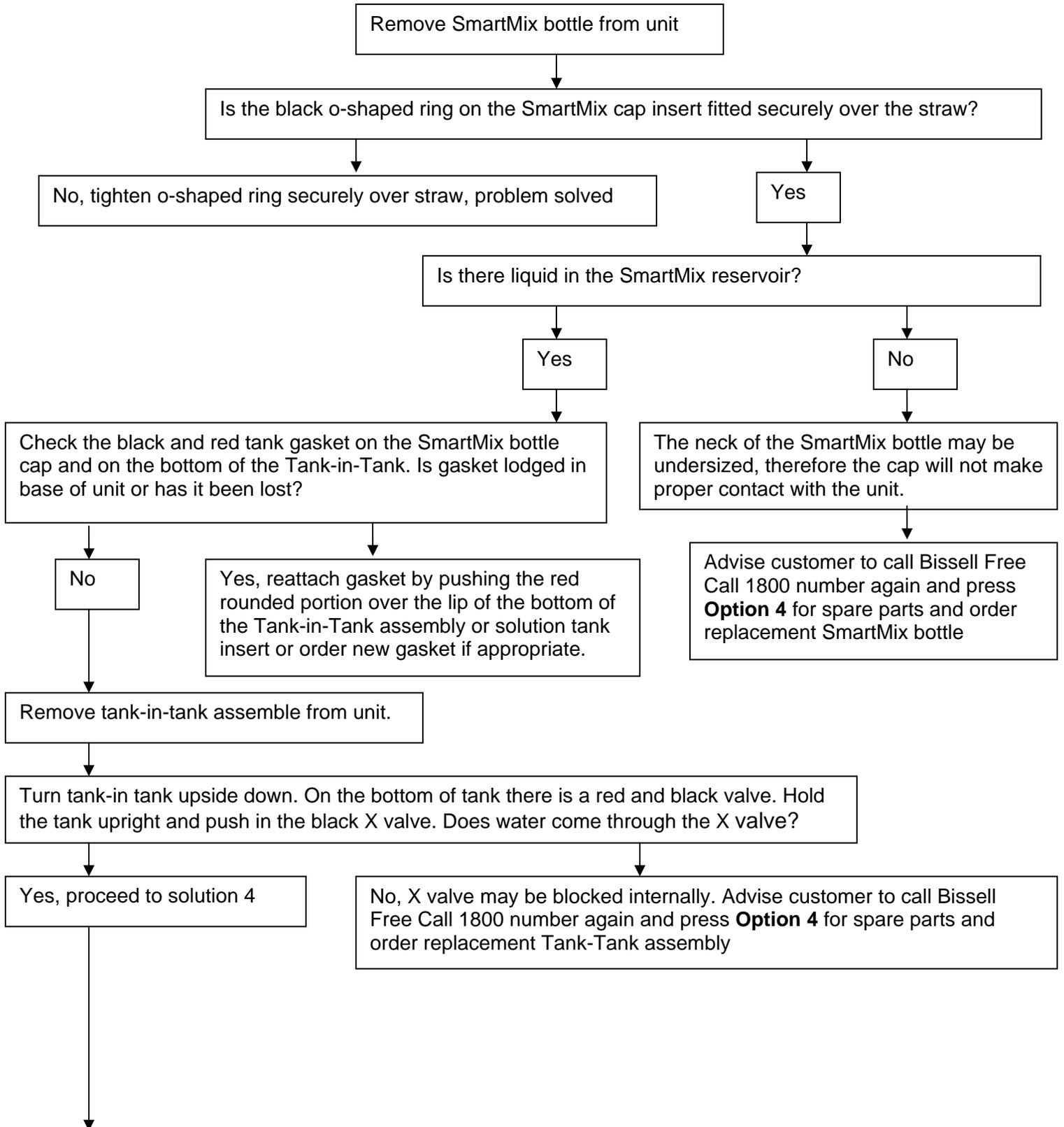
No, proceed to Solution 2

Yes, problem solved

Solution 2:



Solution 3:



Solution 4:

Switch machine OFF (O). Unplug machine from the outlet at the wall. Remove the Tank-Tank Assembly & SmartMix Solution Bottle from the machine

Check Small Brush Belt to ensure it is in place

How?

Using a Phillips Head Screw Driver, unscrew the screw just above the front nozzle and remove it.



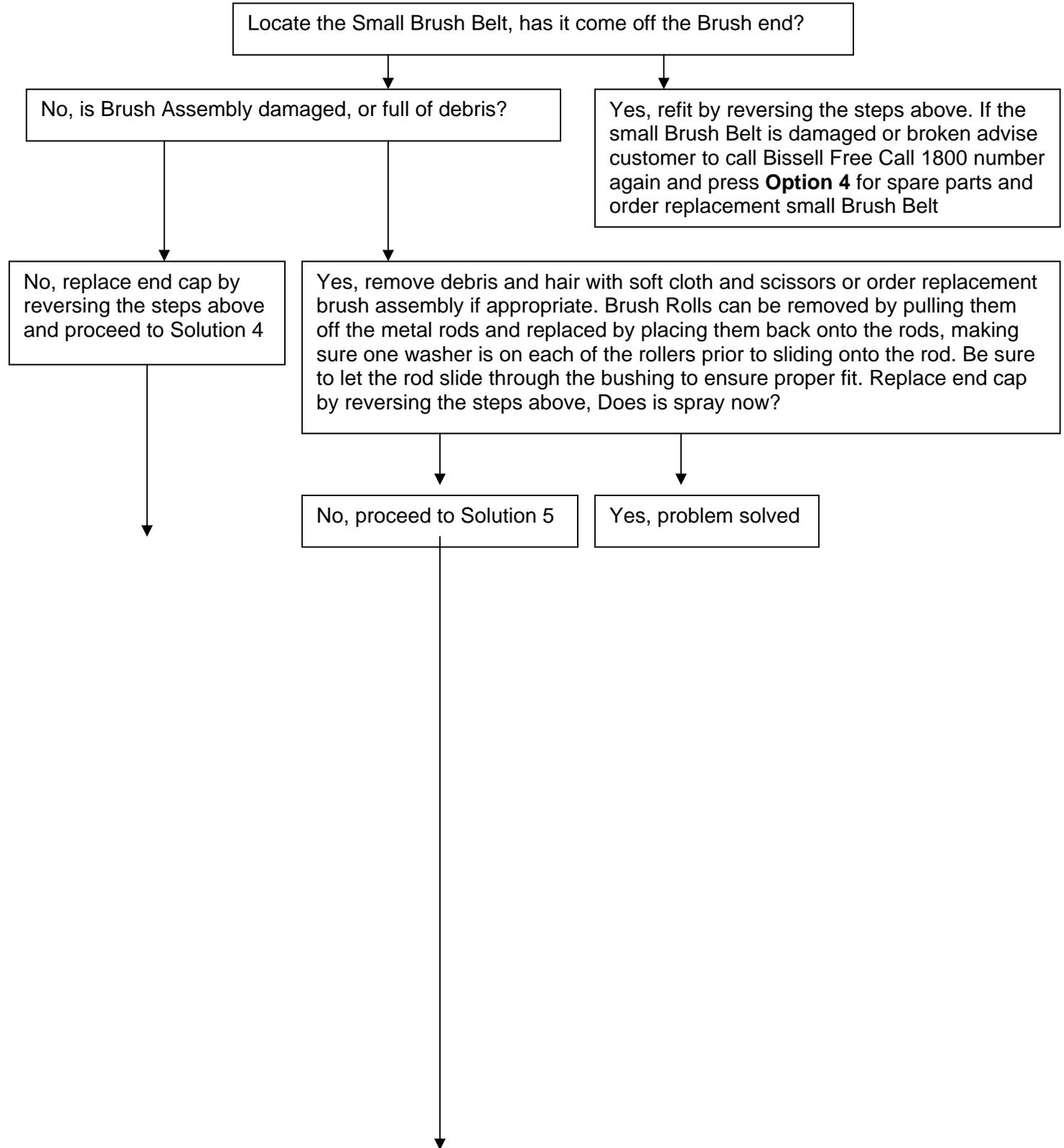
Turn the machine on its side so that the belt access area is facing upwards. Making sure the cord side of the machine is facing down

Remove the clear end cap by unscrewing the 2 black screws on the end cap, taking care not to drop the screws into the unit. Also remove the 1 Silver screw in the middle of the end cap.



Remove the black Pivot Arm by gently lifting it up-and-across towards you





Solution 5:

Switch machine OFF (O). Unplug machine from the outlet at the wall. Remove the Tank-Tank Assembly & SmartMix Solution Bottle from the machine

Check Large Brush Belt to ensure it is in place

How?

Using a Phillips Head Screw Driver, unscrew the screw just above the front nozzle and remove it.

Turn the machine on its side so that the belt access area is facing upwards. Making sure the cord side of the machine is facing upwards.

Remove the clear end cap by unscrewing the 2 black screws on the end cap, taking care not to drop the screws into the unit. Also remove the 1 Silver screw in the middle of the end cap.

Remove the black Pivot Arm by gently lifting it up-and-across towards you

Locate the Large Brush Belt, has it come off the Brush end?



No, is the Large Brush Belt damaged or broken?

No, refit belt and replace end cap as → and refer customer to nearest Bissell Authorised Service Centre

Yes, Advise customer to call Bissell Free Call 1800 number again and press **Option 4** for spare parts and order replacement large Brush Belt

Yes, refit by re-attaching the Large belt on the cogs of the lower (bottom) brush roller.

Place Small belt over front (top) brush roller and metal cog.

Place black Pivot Arm in place and screw in place using the silver screw

Re-attach clear end cap using the 2 black screws

Consumer states no or low suction

Solution 1:

The Red float door inside lid of 2-in-1 Tank may have closed as a result of the Tank being full of dirty water and needs to be emptied and refilled with clean water, or bumping an object or moving machine back and forth too quickly. When this happens the red Water Level Indicator will rise and create a shut off mechanism over hole where red Lint Filter Basket sits to prevent water getting into motor area.

If this occurs, remove the 2-in1 Tank from the machine.

Lift grey latch at back of tank to remove Tank Lid

Ensure that the red Water Indicator inside the Tank Lid is sitting away from the red Lint Filter Basket inside Tank Lid as mentioned above. Is there suction now?

No

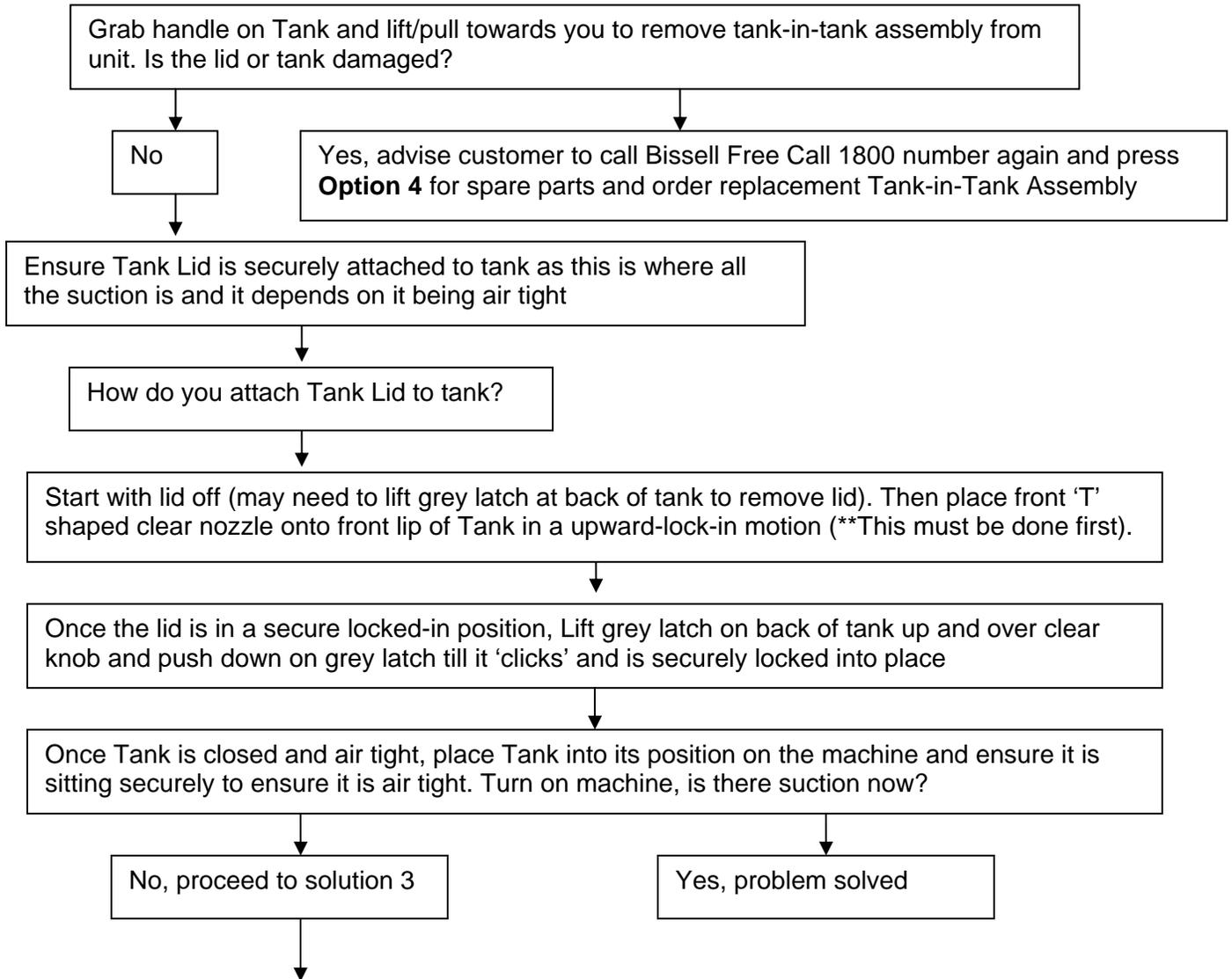
Yes, problem solved

Ensure Diverter Knob located on Tank is switched to the correct setting 'Hose Attachments' if you are using the upholstery hose or 'Floor Cleaning' if you are cleaning the floor. Is there suction now?

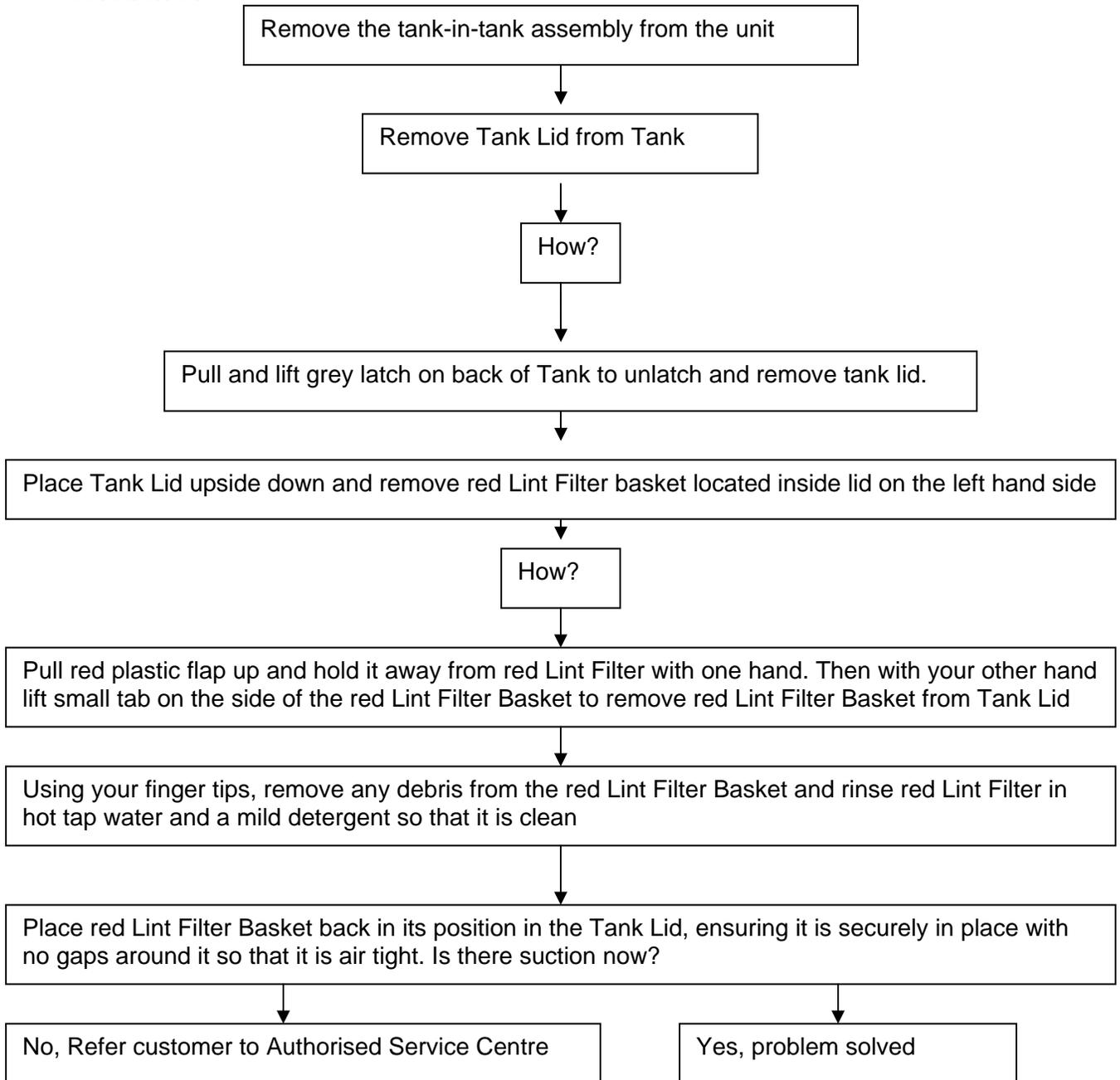
No, proceed to Solution 2

Yes, problem solved

Solution 2:

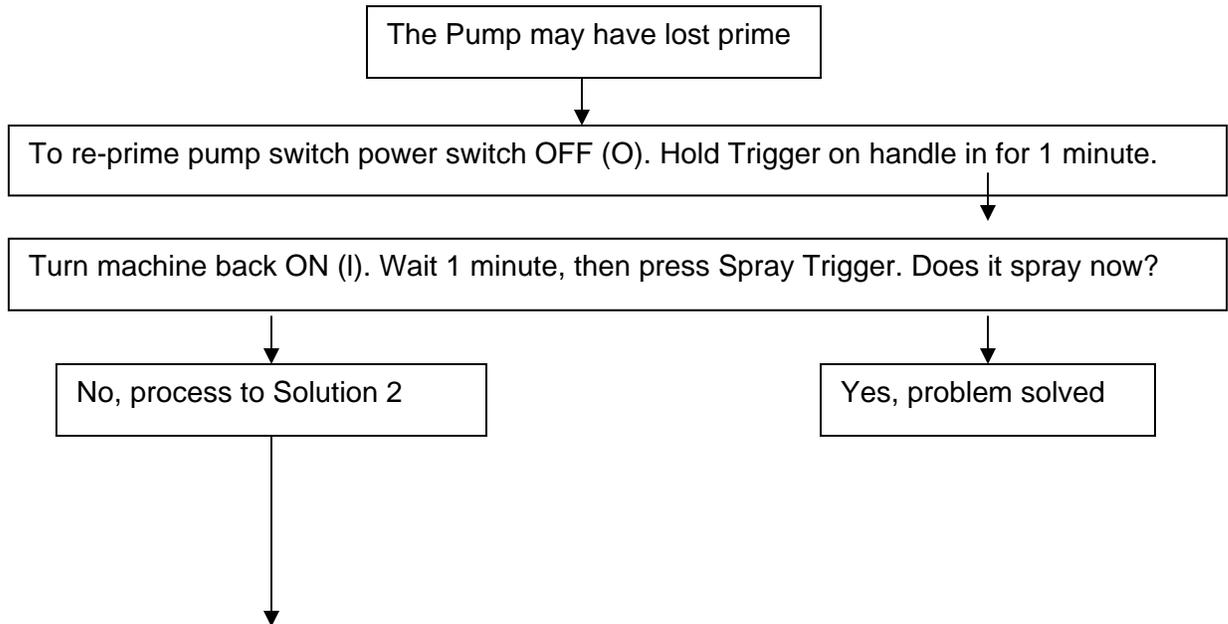


Solution 3:

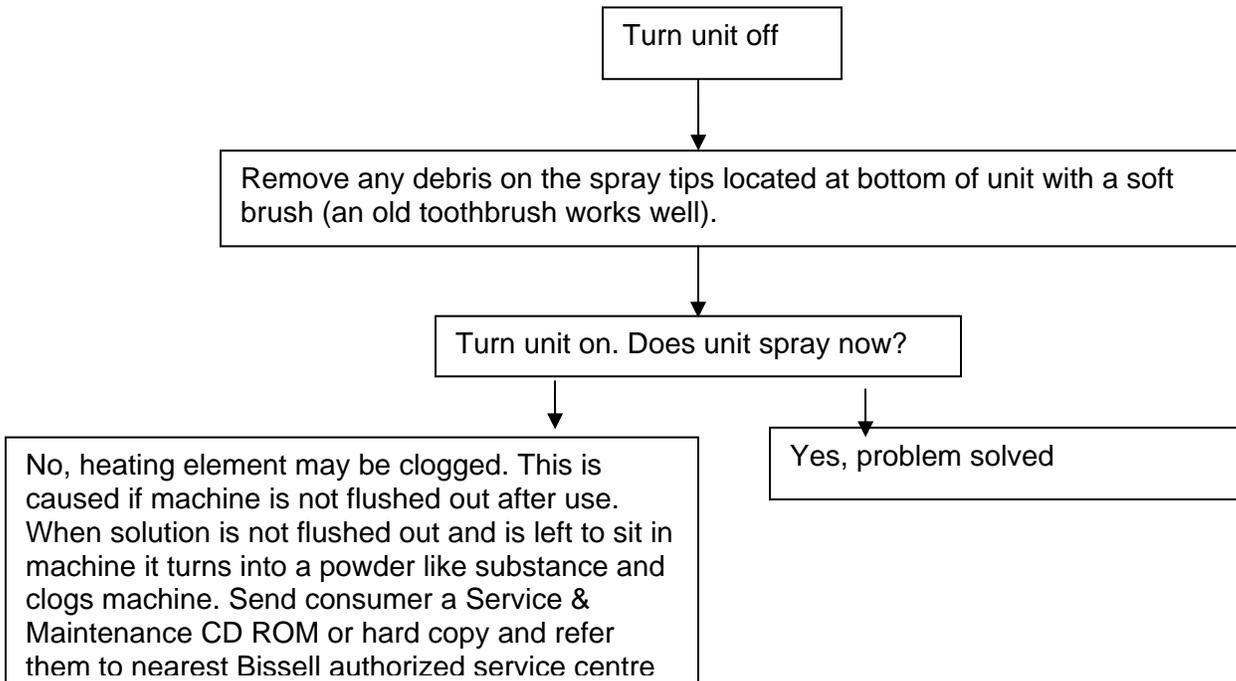


Consumer states unit **will spray through the hose, but not to the floor.**

Solution 1:

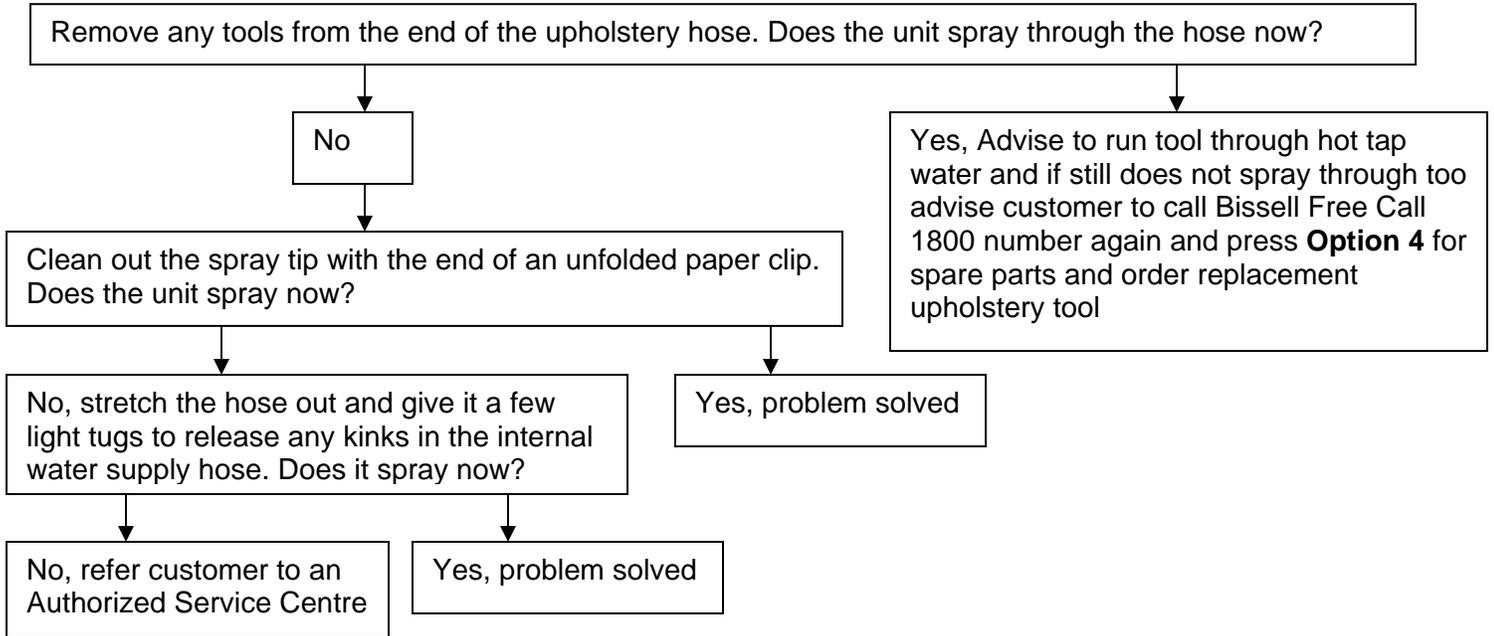


Solution 2:



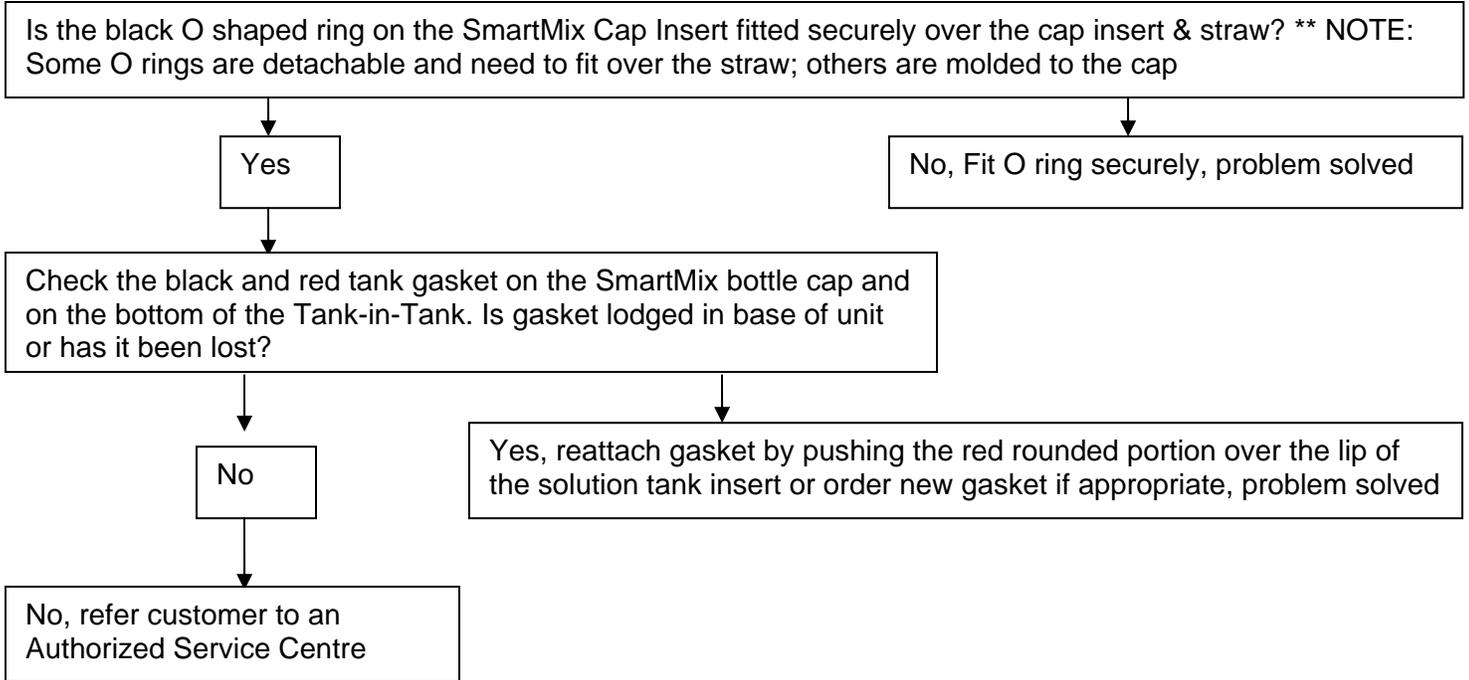
Consumer states unit **will spray at the floor, but not through the upholstery hose.**

Solution 1:



Consumer states unit is **releasing too much solution** or only shampoo.

Solution 1:



Consumer states unit **will not release any shampoo**

Solution 1:

Does the SmartMix Knob (located next to SmartMix solution bottle) function properly?

No

SmartMix knob may have been forced too far counter-clockwise past "Rinse" setting

Remedy

Force the knob clockwise past hi traffic. This should reset the knob. Turn unit on. Does it release shampoo now?

No, Refer customer to an Authorized service centre

Yes, problem solved

Yes, remove SmartMix bottle (solution tank) from unit

Is the red O shaped ring on the SmartMix Cap Insert fitted securely over the cap insert & straw? ** NOTE: Some O rings are detachable and need to fit over the straw, others are molded to the cap).

Yes

No, Fit O ring securely, problem solved

Is there liquid in the SmartMix reservoir (where the SmartMix bottle sits in the unit)?

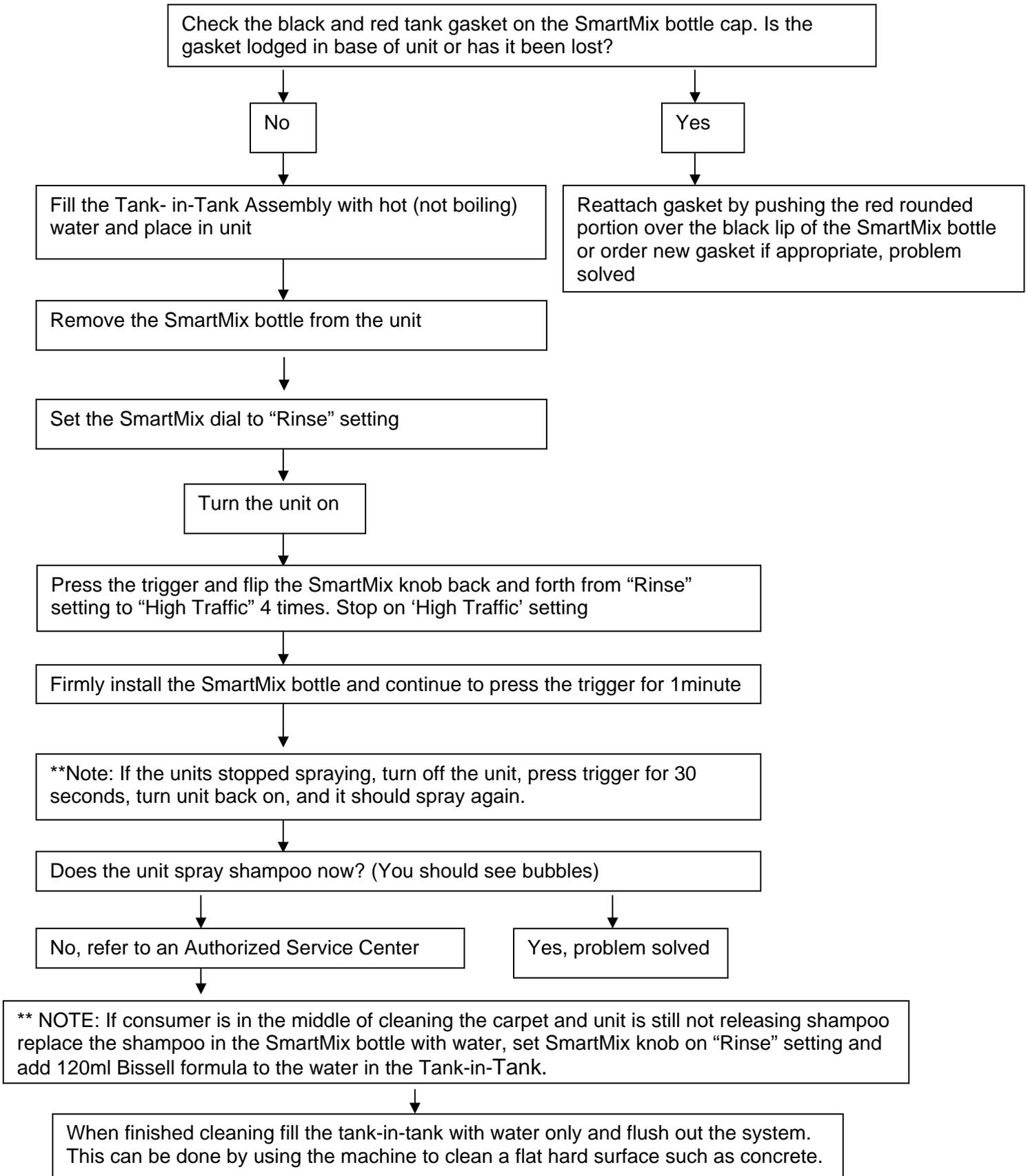
No, proceed to solution 2

Yes, the neck of the SmartMix bottle may be undersized, therefore the cap will not make proper contact with the unit

Remedy

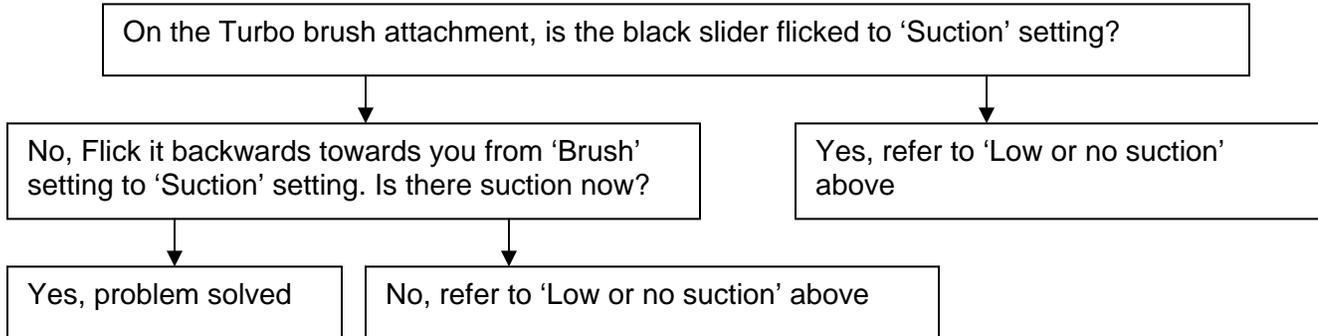
Advise customer to call Bissell Free Call 1800 number again and press **Option 4** for spare parts and order replacement SmartMix bottle

Solution 2:



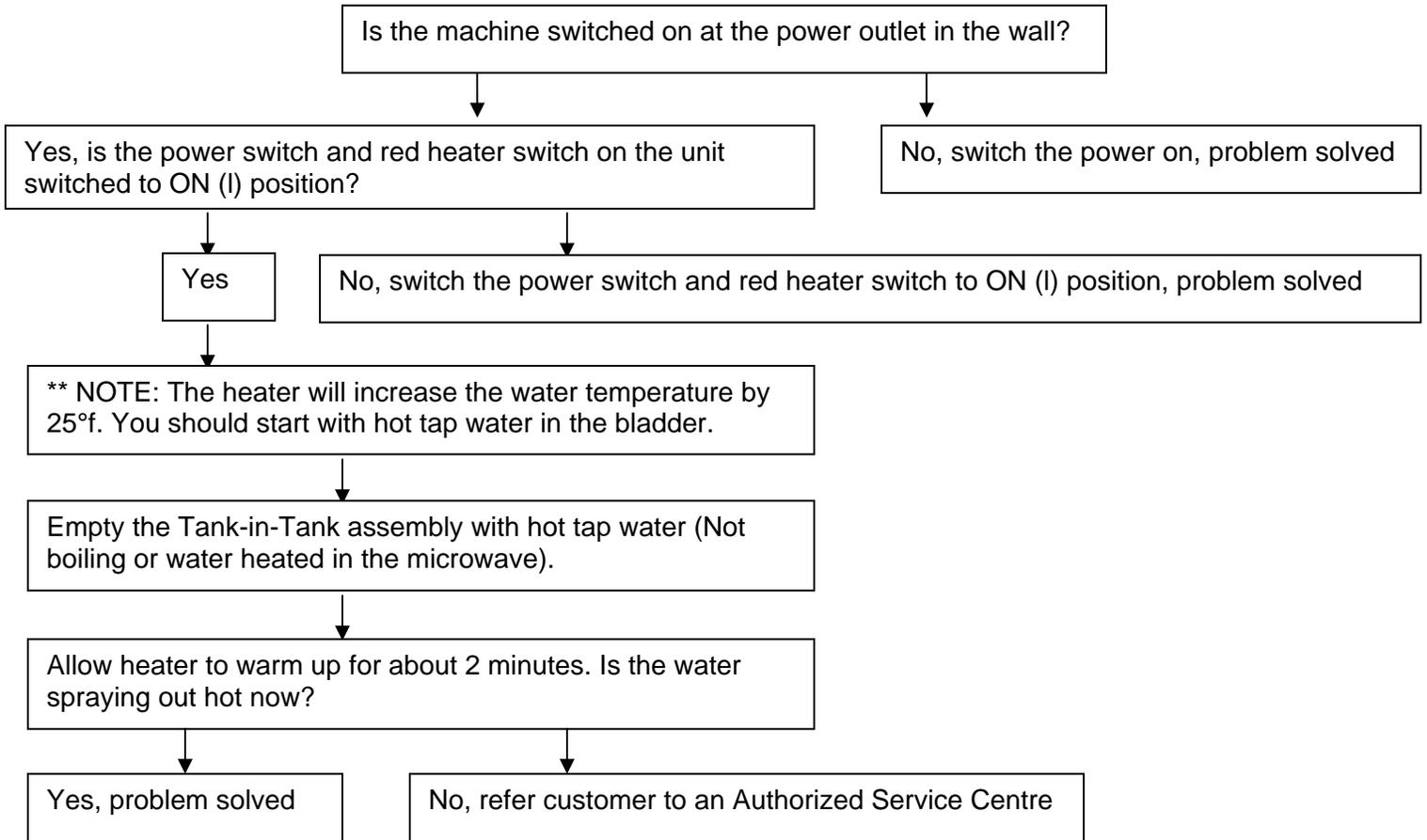
Consumer states **no suction through the upholstery hose** but does have suction at the floor.

Solution 1:



Consumer reports the **water that is sprayed out is not hot.**

Solution 1:



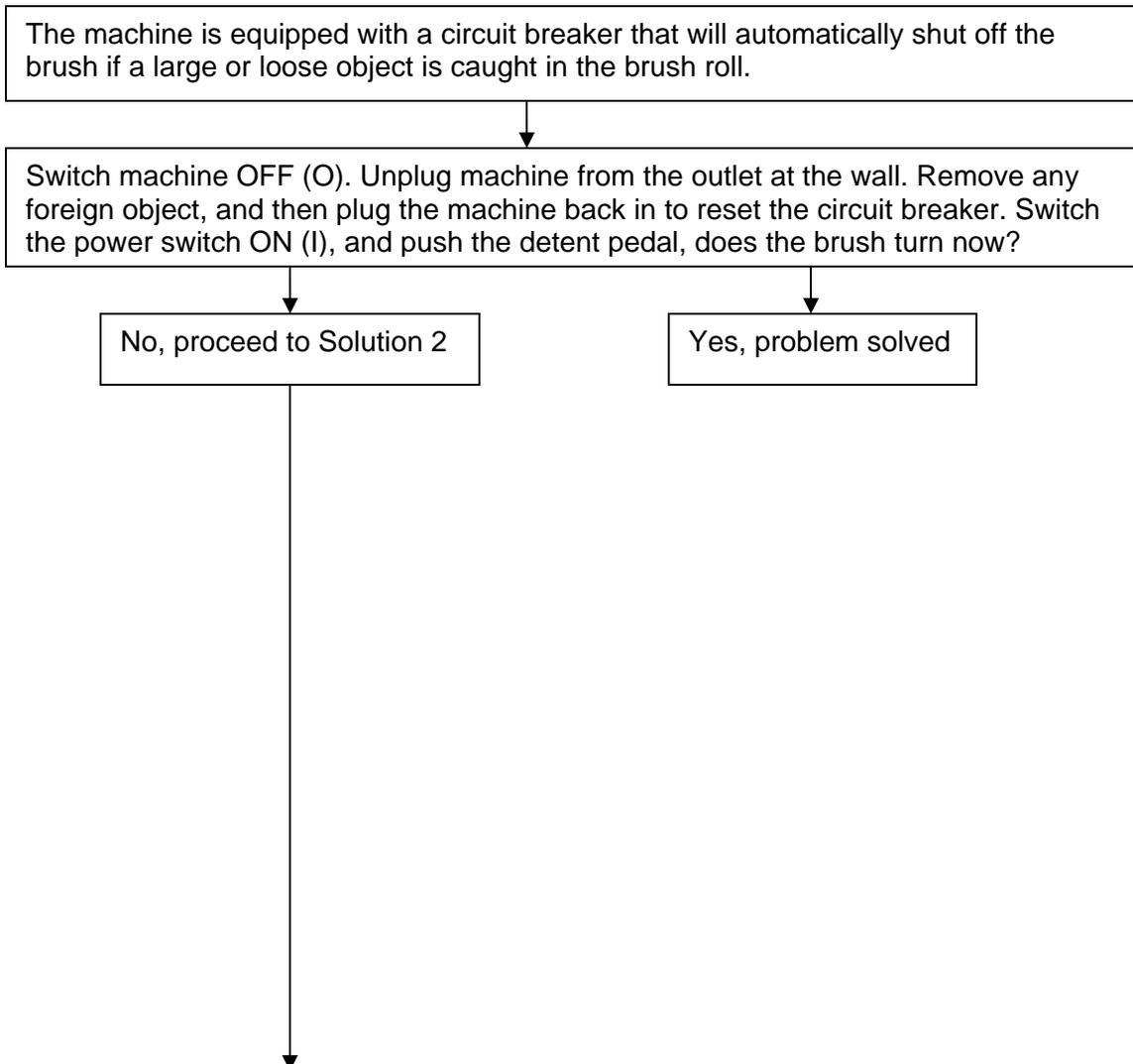
Consumer states the **brush will not turn.**

****NOTE: When the machine is in an upright position, the brushes will automatically stop turning to avoid any damage to the floor. The brushes will only rotate when the unit is reclined using the detent pedal**

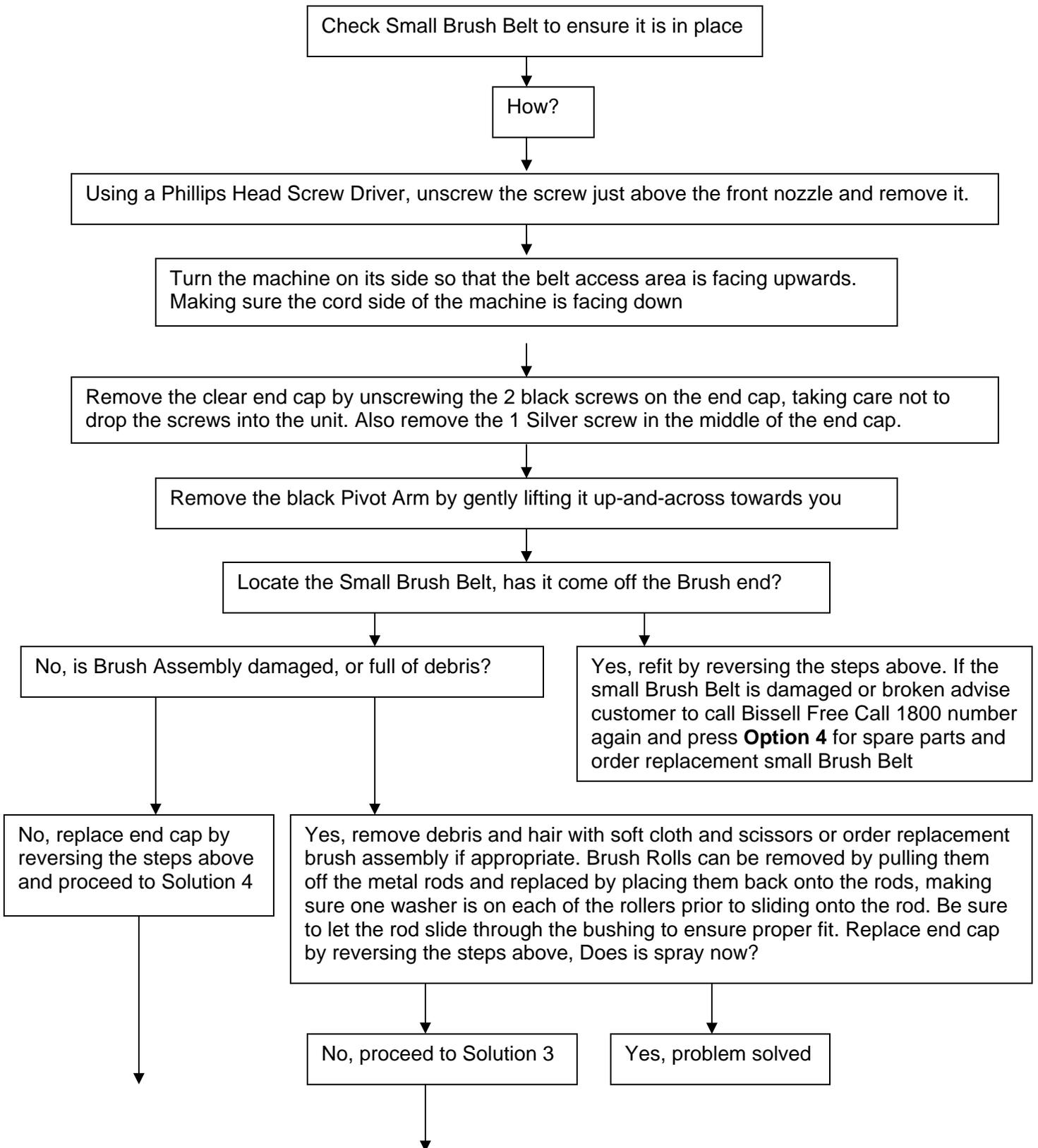
****NOTE: Advise customer that the following can lead to brush belt breakage and it is important that they follow usage instructions carefully to ensure this does not occur again in the future:**

1. When using the unit to clean mats, take care to ensure machine does not catch on the edge of the mat. Only clean mats that are large enough to clean without catching edges of the mat.
2. Press trigger only while making a backward pass over floor surface, not while moving forwards.
3. Ensure hair and debris is removed from the brush as this can place extra pressure on the brush while it is turning and may lead to belt breakage.

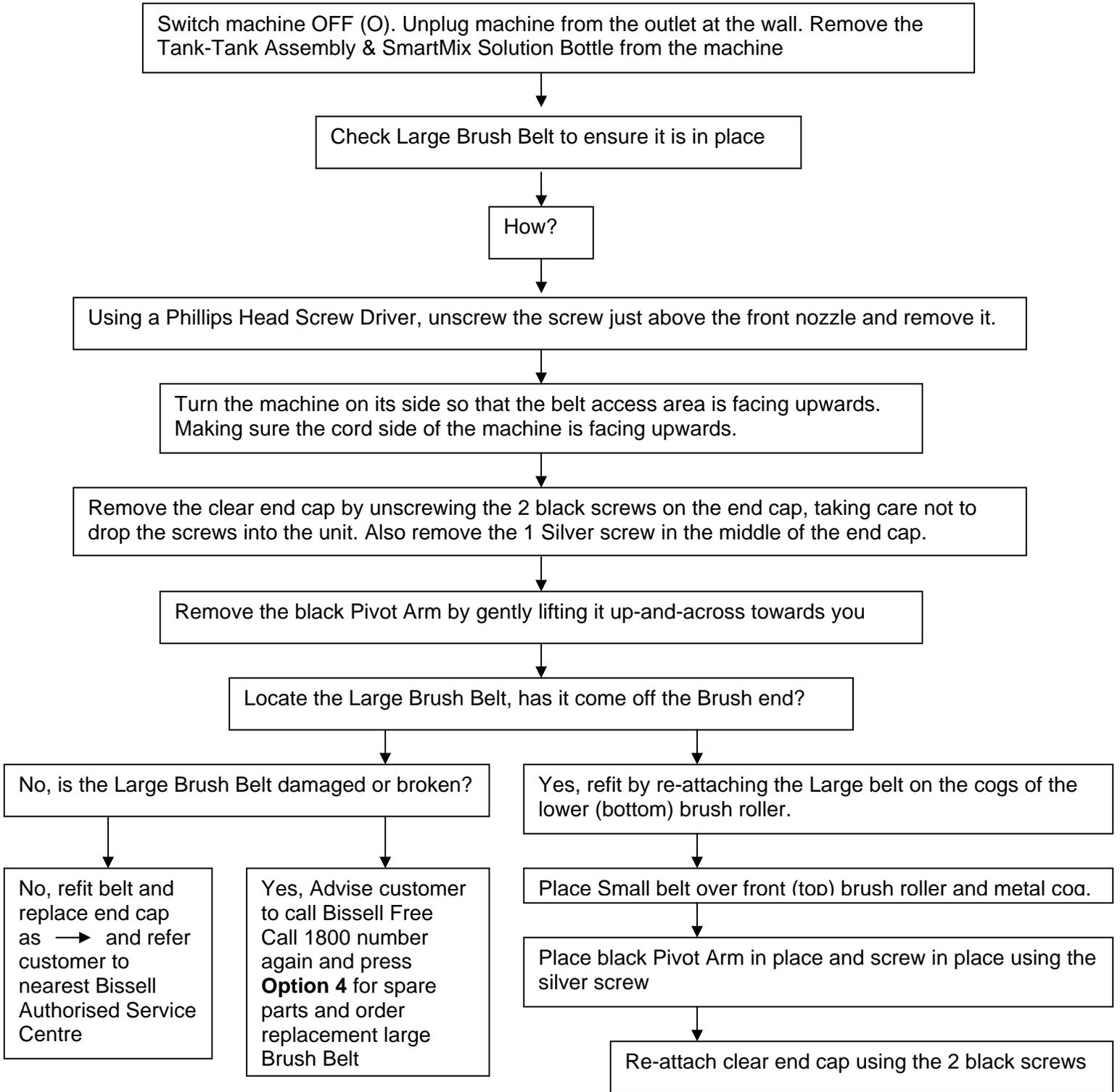
Solution 1:



Solution 2:



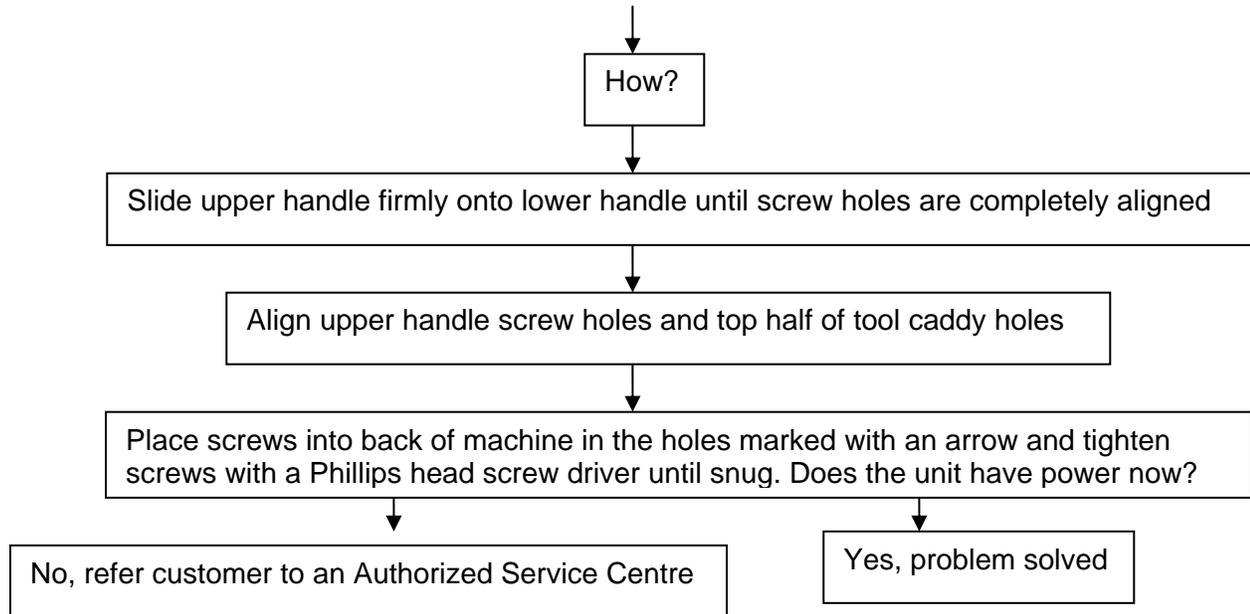
Solution 3:



Consumer states the unit has **no power**.

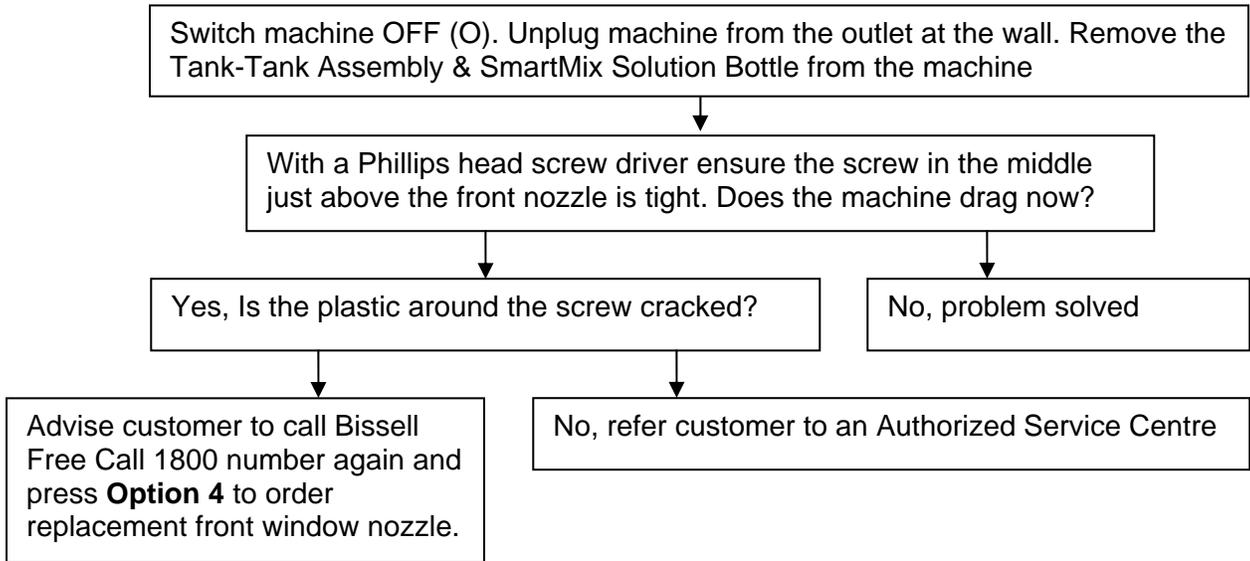
Solution 1

In order for the unit to operate the upper handle must be fully inserted into unit as the power switches for the unit are located in the upper handle. Ensure the handle is pushed all the way into the unit



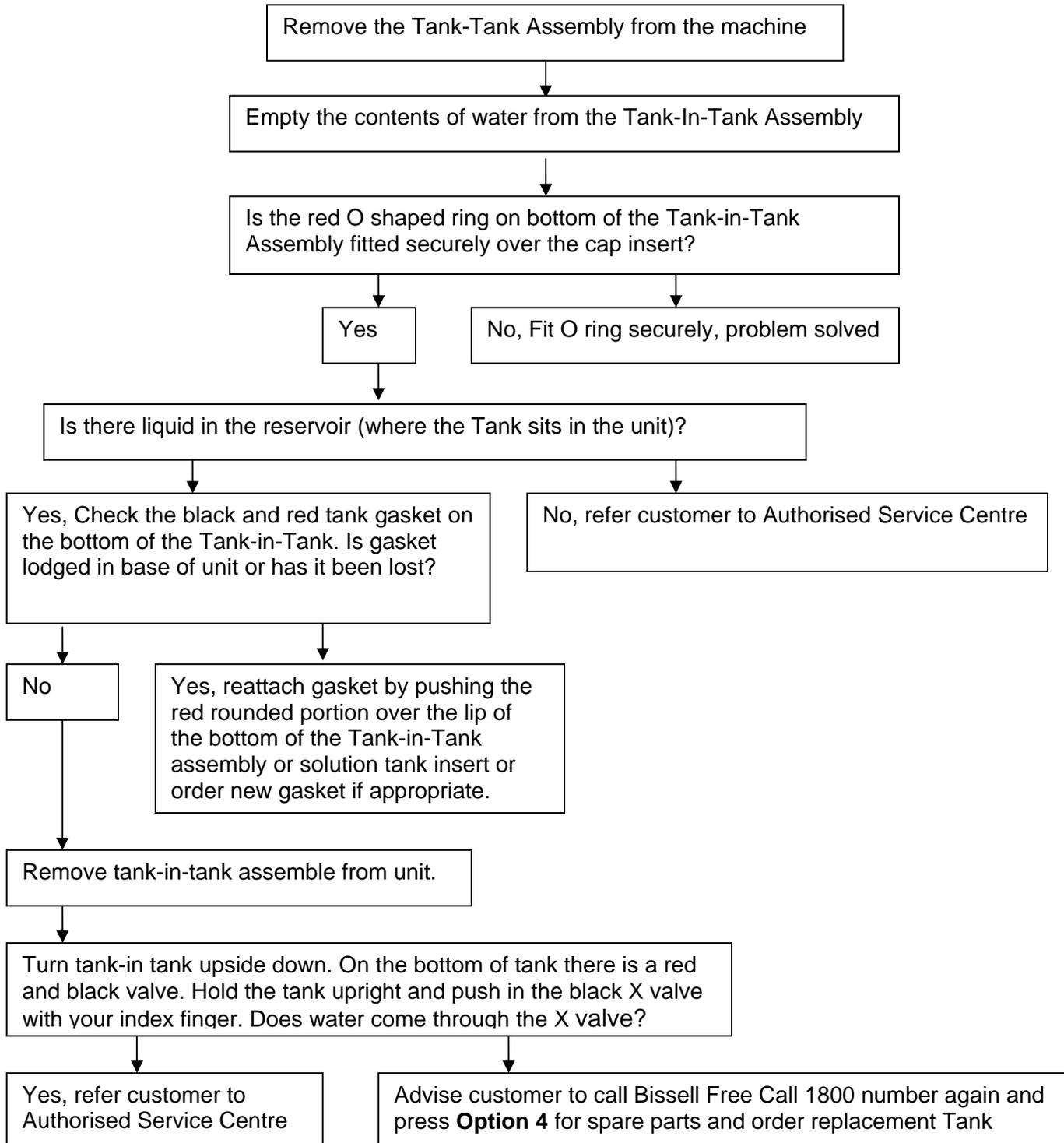
Consumer states the **unit drags on carpet**

Solution 1:



Consumer States the **Tank-In-Tank is leaking** at base of the tank.

Solution 1:



Consumer states **unit is very noisy**

Solution 1:

This is quite normal as the unit requires a lot of power to get deep down and extract all the deeply embedded dirt out of your carpet.