



USER'S GUIDE 13H8 SERIES

- 2 **Product Registration**
- 3 **Safety Instructions**
- 4 **Product View**
- 5 **Assembly**
- 6-7 **Operations**
- 8-12 **Maintenance and Care**
- 13 **Troubleshooting**
- 14 **Consumer Services**
- 15 **Replacement Parts**
- 16 **Warranty**



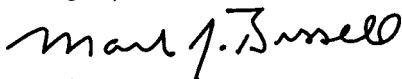
Thanks for buying a BISSELL PowerGroom® Pet Compact

We're glad you purchased a BISSELL PowerGroom Pet Compact vacuum. Everything we know about floor care went into the design and construction of this complete, high-tech home cleaning system.

Your PowerGroom Pet Compact vacuum is well made, and we back it with a limited two year warranty. We also stand behind it with a knowledgeable, dedicated Consumer Services 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 PowerGroom Pet Compact vacuum.

Thanks again, from all of us at BISSELL.



Mark J. Bissell

President and Chief Executive Officer

Don't forget to register your product!

Registering is quick, easy and allows us to serve you better over the lifetime of your product. You'll receive:

BISSELL Reward Points

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

Efficient Service

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

Product Support Alerts

We'll contact with any important product alerts.

Special Promotions

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

Visit bissell.com/registration now!

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.
- Close attention is necessary when used near 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, have it repaired at an authorized service center.
- 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 opening 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 vapors.
- Do not pick up toxic material (chlorine bleach, ammonia, drain cleaner, etc.)
- Do not use vacuum cleaner in an enclosed space filled with vapors given off by oil base paint, paint thinner, some moth proofing substances, flammable dust, or other explosive or toxic vapors.
- 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 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
- Brush may unexpectedly restart. Unplug from outlet when cleaning or servicing

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.

Product view



CAUTION:

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

Assembly

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

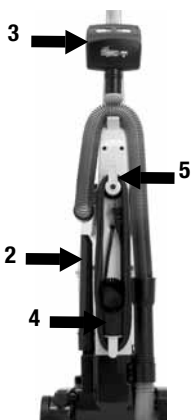
Attach handle to vacuum

1. Locate the vacuum handle and remove the screw packet taped to the handle.
2. Stand the vacuum upright and from the rear of the unit, slide the base of the handle firmly into the grooves at the top of the vacuum body.
3. Ensure the handle fits firmly to the vacuum body. If there are any gaps, continue to push firmly until the handle is secure.
4. Insert the provided screw into the existing hole, attaching the handle to the body of the vacuum. Tighten securely with a screwdriver.



Attach vacuum hose and tools

1. Slide the end of the hose into the hose wand base. Snap the hose into the hose clip.
Note: The vacuum will not operate effectively unless the hose wand is firmly attached.
2. Place the crevice tool on the storage clip on the left side of the tank (when viewing vacuum from rear).
3. Place the contour tool on the storage clip located near the back of the upper handle.
4. Place the dusting brush on the storage clip located on the lower cord wrap.
5. Wrap power cord around cord wraps.



Operation

Power Switch

The power switch is located on the left side of the vacuum. Push the rocker switch "ON" (1) to vacuum, and "OFF" (0) when cleaning is complete..

Handle Positions

Press the handle release pedal, located on the lower left side of the vacuum, with your foot to place your vacuum into one of three cleaning positions.

1. **Upright** – for storage and above floor cleaning with tools.
2. **Normal Cleaning** – press handle release pedal once. Position used for most household floor cleaning tasks.
3. **Low Cleaning** – with the vacuum in normal cleaning position, press handle release pedal again. Use for reaching under low furniture such as tables, chairs, and/or beds.

Pet Hair Lifter

Use to pick up pet hair from carpeted surfaces. Just vacuum like you normally would. The vacuum will grab pet hair when you pull back and it will release hair and suction it up when you push forward.

Transporting cleaner

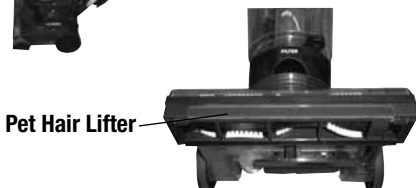
To move your cleaner from room to room, put the handle in the upright position, tilt the cleaner back on its rear wheels and push forward.

The cleaner can also be moved by using the carry handle.



CAUTION:

Before using your vacuum, make sure that the dirt container is in locked position and that all filters (inner circular, outer circular, pre-motor and post-motor) are in place. Do not operate your vacuum without these filters.



Operation

Special on board tools

Your vacuum is not only a powerful carpet and rug cleaner, it's also a versatile above floor vacuum cleaner when you select one of the special tools.

Note: For above floor cleaning, the floor brush will continue to rotate.

1. Raise the handle to the upright position.
2. Remove hose from hose wand base.
3. Attach one of the tools by firmly pushing it onto the vacuum hose. Be sure the hose and tool fit together by twisting tightly.

Dusting Brush

Use on furniture or upholstery.

Crevice Tool

Use in tight narrow spaces

Pet Contour Tool

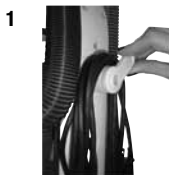
Use to reach into corners and edges on stairs as well as armrests and other curved surfaces. The tool can be flipped in any direction

Power cord usage

1. To use your vacuum, remove the cord and plug it into an electrical outlet. For your convenience, there is a quick release cord wrap for easy cord removal. There is also a cord clip that is part of the upper handle where you can attach the cord when vacuuming.
2. When you are finished cleaning, turn the vacuum cleaner off.
3. Unplug power cord by grasping the polarized plug (NOT the cord) and disconnect from outlet.
4. Loop power cord around cord wraps on back of vacuum cleaner. Be sure to first return the quick release cord wrap back to its original position before wrapping cord.
5. Clip molded plug to power cord to secure.

NOTICE:

While vacuuming, certain carpets and low humidity conditions may generate small static discharges. The discharges are entirely harmless and are not associated in any way with the main power supply.



Maintenance and care

Maximize your cleaning performance

To maximize your cleaning performance and extend the life of your vacuum, it is very important that you empty your dirt container and check and clean your filters frequently. Perform the following maintenance steps

1. Empty the dirt container when the dirt reaches the “full” line on the dirt container, or more frequently, to prevent overfills. For best performance, empty after each use.
2. Check the foam motor filter and the HEPA media filter at least once a month, clean or replace as needed.
3. The HEPA media filter should be replaced if machine performance is noticeable declining. More or less frequent replacing may be required based on individual vacuuming habits and types of debris picked up.

Emptying dirt container

The dirt container should be emptied before the dirt reaches the “full” line on the container.

1. Unplug the vacuum from electrical outlet.
2. Slide the Lock ‘n Seal lever to the “unlock” position.
3. Grasp handle and pull the dirt container straight out to remove from the vacuum.
4. Empty dirt into garbage container.

NOTE: Emptying the dirt container after every use will help prevent over filling and ensure that the vacuum is ready to go the next time you clean.



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.

Tip:

For maximum cleaning performance, check and clean or replace all filters as suggested.

3



Maintenance and care

Cleaning the foam motor and HEPA media filter

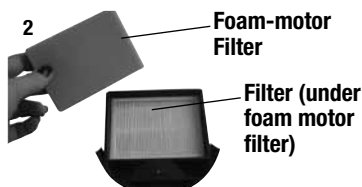
Empty the dirt container as soon as the dirt reaches the “full” line on the side of the container.

1. Unplug the vacuum from electrical outlet.
2. The foam motor filter protects the motor from dirt particles. It is located in the slide out tray underneath the dirt container. If the filter becomes dirty, pull out the tray, lift out the foam filter pad and clean it.

NOTE: The foam motor filter may be hand washed in cold water with mild detergent. Rinse well and air dry thoroughly before replacing.

3. The HEPA media filter assists in the filtration process to return clean air to the room. It is located beneath the pre-motor filter in the slide out tray housed underneath the dirt container. If the filter becomes dirty, remove the tray, remove and replace the HEPA media filter.

NOTE: The HEPA media filter is white and pleated. This filter is not washable and must be replaced when it becomes dirty

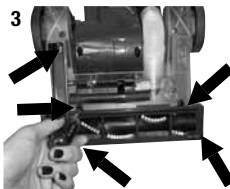
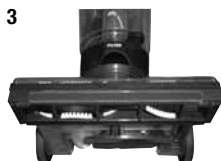


Maintenance and care

Check rotating floor brush and drive belt

You should check your vacuum cleaner's rotating floor brush and drive belt regularly for wear or damage. You should also clean the brush and brush ends of strings, hair and carpet fibers. This type of debris can wrap around the brush and hamper its ability to effectively clean your carpet. Also remove any debris that has accumulated under the brush cover.

1. Unplug the vacuum from electrical outlet.
2. Place handle in low position and turn vacuum cleaner over so bottom side is facing up.
3. Remove the five screws in the brush cover as shown. Lift off the brush cover.
4. Grasp rotating floor brush at both ends and lift.
5. Clean strings, hair and other debris from rotating floor brush, paying particular attention to brush ends.
6. Clean strings, hair and other debris from motor pulley and drive belt areas.
7. Check drive belt carefully for wear, cuts, or stressed areas.
8. Check air passageway for obstructions. Remove debris from this area.
9. When finished cleaning, reposition floor brush and drive belt. Replace the brush cover and secure with all five screws.



Maintenance and care

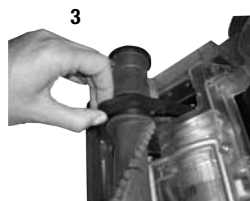
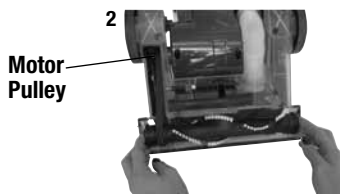
Replace drive belt

1. Unplug the vacuum from electrical outlet.
2. With rotating floor brush removed from vacuum cleaner (refer to 10 steps 1-4 of check rotating floor brush and drive belt), grasp old drive belt and remove from motor pulley. Discard the old drive belt.

3. Place new drive belt over motor pulley and loop other end over rotating floor brush in the space between the bristles.

NOTE: It is important that you use only genuine BISSELL replacement belts. Generic belts may not meet the exact specifications required to keep your vacuum operating at its peak performance. The use of unbranded belts could lead to early failure of the vacuum and could void your warranty.

4. Pull the rotating floor brush firmly into position, stretching the drive belt, and place ends of rotating floor brush down into the slots on sides as shown. Alignment of brush ends in slots may be necessary to fully insert the brush.
5. Turn rotating floor brush by hand several times in the direction of motor pulley. If properly installed, drive belt will center itself on rotating brush crown.
6. Replace brush cover and all five screws.



Maintenance and care

Clearing Clogs

Low suction or poor pickup may be due to a clog in the vacuum cleaner. If you notice a change in the sound of the motor, check for clogs.

1. Turn power switch off. Unplug cleaner from electrical outlet.
2. Empty dirt container.
3. Check upper tank for build up or clogs.
4. If you notice a clog in the upper tank, remove the inner cyclone (see section "cleaning the upper tank" on page xx.)
5. Grasp the hose and separate it from the hose wand base. Check for a clog in the base or in the hose itself.
6. Remove the Twist 'n Snap hose from the vacuum by turning to the left. Straighten the hose and unclog with a long, narrow object such as a broom handle.
7. If the clog persists, follow the instructions for "checking the rotating floor brush and drive belt" on page xx and inspect the passageway for obstructions.

Cleaning the upper tank

1. Grasp the inner cyclone and twist to the left until the locking tabs stop the rotation. Pull down from the upper tank to remove it.
2. Wipe out the inside of the upper tank and the inner cyclone with a damp cloth moistened with water or a mild cleaning solution.
3. The inner cyclone may be washed using a mild detergent. Be sure it is completely dry before reassembling or damage to your unit may result.
4. Once cleaning is complete, replace the inner cyclone by sliding it into the upper housing. Line up the inner cyclone by ensuring the tabs on the cyclone are positioned toward the front of the unit. Push the inner cyclone in and rotate it to the right until the locking tabs stop the rotation.



CAUTION:

To reduce the risk of injury from moving parts, turn off vacuum cleaner and disconnect power plug from electrical outlet.

2



4



Troubleshooting

Vacuum cleaner won't turn on

Possible causes

1. Power cord not plugged in
2. Blown fuse/tripped breaker in home
3. Damaged power cord

Vacuum cleaner won't pick up dirt

Possible causes

1. Hose not attached to suction opening
2. Crack or hole in hose
3. Broken or worn drive belt
4. Rotating floor brush bristles worn
5. Rotating floor brush jammed
6. Clog in vacuum
7. Dirt container full
8. Dirt container or upper tank not installed properly
9. Filters are dirty

Visible dirt escaping from cleaner

Possible causes

1. Dirt container full
2. Filters missing or installed incorrectly
3. Dirt container installed incorrectly

Other maintenance or service not included in the manual should be performed by an authorized service representative.

Thank you for selecting a BISSELL product.

Please do not return this product to the store.

**For any questions or concerns, BISSELL is happy to be of service.
Contact us directly at 1-800-237-7691.**



WARNING:

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

Remedies

1. Check electrical plug
2. Check/replace fuse or reset breaker
3. Unplug, check for damage, have cord replaced at an authorized service center if necessary

Remedies

1. Grasp quick reach handle and firmly push hose wand onto the suction opening
2. Check hose and replace if needed
3. Replace drive belt, see page 11
4. Replace brush
5. Remove brush and clean debris from brush ends
6. Follow instructions on page 12 for clearing clogs
7. Empty dirt container
8. Position correctly and lock in place
9. Check and clean foam motor and HEPA media filters, see page 9

Remedies

1. Empty dirt container
2. Check foam motor and filters for correct installation
3. Pull out and re-insert dirt container correctly

BISSELL Consumer Services

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

BISSELL Consumer Services

1-800-237-7691

Monday - Friday 8 a.m. — 10 p.m. ET

Saturday 9 a.m. — 8 p.m. ET

Or write:

BISSELL Homecare, Inc.

PO Box 3606

Grand Rapids MI 49501

ATTN: Consumer Services

Or visit the BISSELL website - **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 20 for details.

**Please register your new BISSELL product at
www.bissell.com/productregistration**

Replacement parts - BISSELL vacuum

These items are available for purchase as accessories for your BISSELL PowerGroom Pet Compact: To purchase call 1-800-237-7691 or visit www.bissell.com.

Item	Part No.	Part Name
1	203-2166	Dirt Container
2	203-2165	Hose
3	203-2171	Foam Motor Filter
4	203-2172	HEPA Media Filter
5	203-2164	Crevice Tool
6	203-1291	Contour Tool
7	203-1527	Dusting Brush/Upholstery Tool

1



2



3



4



5



6



7



Warranty - BISSELL PowerGroom® Pet Compact

This warranty gives you specific legal rights, and you may also have other rights which may vary from state to state. If you need additional instruction regarding this warranty or have questions regarding what it may cover, please contact BISSELL Consumer Services by E-mail, telephone, or regular mail as described below.

Keep your original sales receipt — it is your proof of warranty.

Limited Two Year Warranty

Subject to the ***EXCEPTIONS AND EXCLUSIONS** identified below, upon receipt of the product BISSELL Homecare, Inc. 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 two years 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, belts, or brushes. Damage or malfunction caused by negligence, abuse, neglect, unauthorized repair, or any other use not in accordance with the User's Guide is not covered.

If your BISSELL product should require service:

Contact BISSELL Consumer Services 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 Services.

Website or E-mail:

www.bissell.com

Use the "Customer Service" tab.

Or Call:

BISSELL Consumer Services

1-800-237-7691

Monday - Friday 8 a.m. - 10 p.m. ET

Saturday 9 a.m. - 8 p.m. ET

Or Write:

BISSELL Homecare, Inc.

PO Box 3606

Grand Rapids MI 49501

ATTN: Consumer Services

BISSELL HOMECARE, INC. 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.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

***EXCEPTIONS AND EXCLUSIONS FROM THE TERMS OF THE LIMITED WARRANTY
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 TWO YEAR
DURATION FROM THE DATE OF PURCHASE AS DESCRIBED ABOVE.**

Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.



©2010 BISSELL Homecare, Inc.
Grand Rapids, Michigan
All rights reserved. Printed in China
Part Number 110-4179
Rev 02/10
Visit our website at:
www.bissell.com