

Bissell®

BigGreen Commercial™

BG15™

USER'S GUIDE

MODEL 15K7

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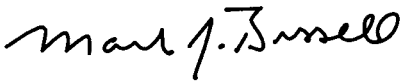
BISSELL Commercial Upright Vacuum BG15

Thanks for buying a BISSELL Commercial Upright Vacuum BG15. We're glad you purchased a BISSELL Commercial Upright Vacuum BG15. Everything we know about floor care went into the design and construction of this complete, high-tech commercial cleaning system.

Your BISSELL Commercial Upright Vacuum BG15 is well made, and we back it with a limited 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 commercial products like your Commercial Upright Vacuum BG15.

Thanks again, from all of us at BISSELL.

A handwritten signature in black ink that reads "Mark J. Bissell". The signature is written in a cursive, flowing style.

**Mark J. Bissell
Chairman, President & CEO**

IMPORTANT SAFETY INSTRUCTIONS

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

READ ALL INSTRUCTIONS BEFORE USING YOUR COMMERCIAL UPRIGHT VACUUM BG 15.

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:

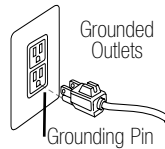
- Do not modify the polarized plug to fit a non-polarized outlet or extension cord.
- Do not leave vacuum cleaner unattended when it is plugged in.
- Unplug from outlet when not in use and before servicing.
- Do not use outdoors or on wet surfaces.
- Do not allow children to operate vacuum cleaner or use as a toy.
- Close attention is necessary when used by or 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 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 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.

SAVE THESE INSTRUCTIONS. THIS MODEL IS FOR COMMERCIAL USE.

GROUNDING INSTRUCTIONS

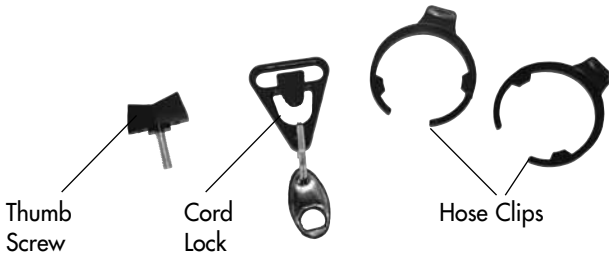
This appliance must be connected to a grounded wiring system. If it should malfunction or break down, grounding provides a safe path of least resistance for electrical current, reducing the risk of electrical shock. The cord for this appliance has an equipment-grounding conductor and a grounding plug. It must only be plugged into an outlet that is properly installed and grounded in accordance with all local codes and ordinances.



WARNING:

Improper connection of the equipment-grounding conductor can result in a risk of electrical shock. Check with a qualified electrician or service person if you aren't sure if the outlet is properly grounded. **DO NOT MODIFY THE PLUG.** If it will not fit the outlet, have a proper outlet installed by a qualified electrician. This appliance is designed for use on a nominal 120-volt circuit, and has a grounding attachment plug that looks like the plug in the drawing above. Make certain that the appliance is connected to an outlet having the same configuration as the plug. No plug adapter should be used with this appliance.

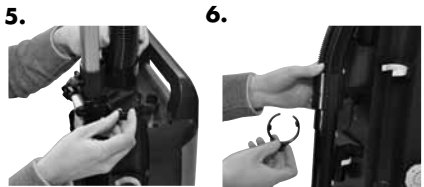
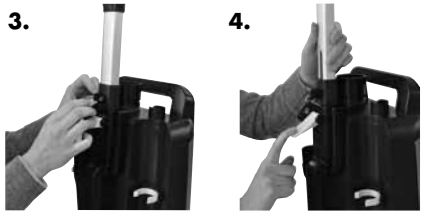
Product view



Assembly

1. Attach the upper body of the vacuum to the base (foot) of the vacuum by inserting it vertically until you hear it "click."
2. Slide handle into the slot on top of main body of vacuum.
3. Locate the cord lock and place over screw hole as shown. Secure with thumb-screw provided.
4. Adjust the height of the handle by pulling up or down on the yellow handle near base of handle. Push all the way down to lock the handle at a certain height.
5. Install the hose by pushing one end into the top of the housing. Secure by placing clip around the base.
6. Push opposite end into the wand and secure with second clip.
7. Place the open end of wand over the opening of the power brush housing and push the wand into the sleeve in the back of the bag housing until you hear it click.
8. Open the cable cover door next to on/off switch at top of unit. Insert the plug.
9. Attach a small section of the upper cord into the cord lock
10. Store attachments on the back of the unit in the yellow clasps.

ATTENTION:
Some Berber carpets have a tendency to fuzz with wear. Repeated strokes in the same area with an ordinary vacuum or deep cleaner may aggravate this condition.



Operations

Operating instructions

1. Make sure unit is un-plugged and check to see if there is bag in the unit, by opening the front door latch. If there is no bag attached please secure one (see Maintenance and Care section), then close front door.
2. Plug cord into an electrical outlet.
3. Adjust the carpet height by turning round knob near the foot of the vacuum to the carpet height that best suits the carpet area you are going to clean
4. Turn machine to "ON" position.
5. To detent the handle, push on yellow release pedal. When the handle is in the detent position the brush motor will start rotating.
6. You can now begin to vacuum.

Maintenance and care

Before attempting any service of your vacuum, unplug the vacuum from the electrical outlet.

Removing the Vacuum Bag

1. Open the front door by pulling the black lever on the front cover towards you
2. When door is open, pull the yellow handle towards you
3. Place finger in the middle circle at the top of the bag and pull slowly.
4. Then place fingers in the two outside holes at the top of the bag and pull entire bag out slowly
5. Dispose of full bag and insert new bag by sliding it in below the yellow handle.
6. Push yellow handle back in to secure.

To Adjust the Carpet Height Setting

1. Turn Vacuum off and unplug from the outlet
2. Turn the adjustment knob on the foot of the vacuum to the desired setting
3. Turn vacuum ON and begin to vacuum. If the vacuum is too hard to push, unplug from outlet again and adjust to the next setting until easy to use.

Full Bag Indicator

When the bag is full the whistle mechanism on the side of the unit will sound. This whistle is to alert you that your bag is full. Please throw away current vacuum bag and replace with a new empty bag.

To Replace Exhaust Filter

The exhaust filter should be replaced every 6 months, or when dirty.

1. To replace: lift up on the exhaust filter cover. Remove old filter and replace with new one.



WARNING:

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

Maintenance and care

Red Sensor Light

The red sensor light on the foot of the vacuum will turn red if:

- a. Dust bag is full
- b. There is a blockage in the hose or power head
- c. Brush roll is working improperly

*If you ignore the red light eventually the machine will shut off. If the red light changes to green the vacuum is working properly

Replacing Paper Filter (located behind bag)

While you are vacuuming you should see a green light on the foot of the vacuum. If this changes to red it is time to change the paper filter.

1. Remove the yellow bar (filter sensor) located vertically across the filter
2. Place new filter in by sliding it in where the old one was located.
3. Secure the filter by reattaching the yellow bar (filter sensor)

To Change the Brush Roll

1. Unplug the vacuum from the electrical outlet
2. Turn the vacuum over so you have access to the bottom of the vacuum foot
3. Loosen the two large screws until they click
4. Starting on the right as you face the vacuum click the tabs open in a counter-clockwise motion
5. Pull plate off of bottom of foot
6. Grab brush and pull
7. Replace with new brush
8. Reverse steps 4 and 5 and tighten the screws

Troubleshooting



WARNING:

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

Red Sensor Light is On

Possible causes

1. Vacuum Bag is full
2. Possible obstruction in hose or power head

Remedies

1. Replace Vacuum Bag with a new one
2. Check hose and brush roll for obstruction and clear the area

Machine shuts off and red light stays on

Possible causes

1. Brush is blocked

Remedies

1. Turn off unit and clear the brush area of any large debris

Low Suction

Possible causes

1. Dust Bag is Full
2. Wand is not installed properly

Remedies

1. Replace Dust Bag
2. Secure the wand properly to ensure no air leaks

Poor Pick Up

Possible causes

1. Brush not adjusted to the proper height
2. Brush is worn out

Remedies

1. Adjust the height adjustment to confirm you're at the right carpet height
2. Replace the brush

Vacuum motor is not working

Possible causes

1. Electrical outlet not working
2. Air path obstructed

Remedies

1. Check to make sure vacuum is plugged in properly
2. Check electrical source
3. Check to make sure the vacuum button is ON
4. Check for any air flow obstructions
5. Switches might need to be replaced

Brush Motor is not working

Possible causes

1. Brush Motor is not working

Remedies

1. Check to make sure vacuum is plugged in properly

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 1-855-544-7336.

Replacement parts -

Item	Part No.	Part Name
1.	203-7815	Brush Roller Assembly
2.	203-7812	Paper Bag
3.	203-7814	Belt
4.	203-7816	Upholstery Tool
5.	203-7817	Crevice Tool
6.	203-7813	Exhaust Filter

For a complete list of replacement parts for your BISSELL Commercial upright vacuum please visit www.bissellcommercial.com or contact BISSELL Customer Service at 1.855.544.7336.

Warranty - BISSELL Commercial Upright Vacuum BG15

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 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 Business Ventures, LLC. 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 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 Customer Service 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 Customer Service.

Website

www.bissellcommercial.com

Or Call:

BISSELL Customer Service

1-855-544-7336

Monday - Friday 8 a.m. - 5 p.m. ET

Or Write:

BISSELL Business Ventures, LLC.

PO Box 3606

Grand Rapids, MI 49501

ATTN: Customer Service

BISSELL BUSINESS VENTURES, LLC. 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 ONE YEAR DURATION FROM THE DATE OF PURCHASE AS DESCRIBED ABOVE.

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

BISSELL customer Service

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

BISSELL Customer Service

1-855-544-7336

Monday - Friday 8 a.m. — 5 p.m. ET

Or write:

BISSELL Business Ventures, LLC.

PO Box 3606

Grand Rapids MI 49501

ATTN: Customer Service

Or visit the BISSELL website - **www.bissellcommercial.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 11 for details.

Bissell®

BigGreen Commercial™

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Visit our website at:

www.bissellcommercial.com