

PowerFresh Deluxe

1979F

No Steam

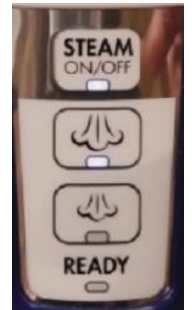
Possible Issues:

[Controls Setting](#)
[Water Tank](#)
[Cord](#)
[Outlet](#)
[Position](#)

Have they pressed both buttons, once the ready light went solid?

Inform them that once plugged in, the Ready light will blink.
After 30 seconds it will go solid.

Next, you **must** press the Steam On/Off button. Finally, a steam setting can be selected. To turn steam off, press the Steam On/Off button – now only the Ready light will be solid. Repeat to turn steam on again.



Is the high steam setting selected?

If YES:

- The upper “high” steam setting will emit more steam and can saturate the pad and leave excess water on the floor quicker. Instruct the consumer to try using the “low” steam setting just below the “high” button.



If NO: Continue Troubleshooting

Is the water tank full?

If NO:

- Have consumer fill the water tank (562ml. tank capacity)



If YES: Continue Troubleshooting

Is the cord in good shape and not damaged?

The cord should be smooth all the way down. Inspect the plug for any damage to it. Check to see if both prongs are intact and not damaged.

If NO:

If it is damaged,

External Support: Contact BISSELL

If YES: Continue Troubleshooting

Is the outlet they are trying to use a working outlet?

Ask the consumer if they can check to see if it works with something else like a cell phone charger or lamp plugged into it.

Additionally, if the consumer is using an extension cord, inform them we only recommend using our products directly plugged into an outlet.

If NO:

Is the amp limit on their circuit breaker exceeded?

- Inform them most homes are set up in zones with several outlets attached each one circuit breaker.

This example shows 7 zones attached to 7 different circuit breakers in a house. Each room has several outlets.

- If the total power plugged into those outlets exceeds the breaker when this 8 amp unit is turned on, it may be tripping the breaker.

Example shows that all the outlets in each room are

- in an individual zone
- on a single breaker

Also, all outlets in both bathrooms are on 1 breaker

They may need to find a different outlet in a different zone, or safely unplug/turn off another appliance on that same zone.

If YES: Continue Troubleshooting

Is it being used upside-down or horizontally?

- This steam mop is gravity fed, so water cannot feed into the pump unless it is being used in the normal upright mode. Even when using the Spot Boost brush, it should be used on recommended surfaces.

If all steps have been followed and machine is still not steaming,

External Support: Contact BISSELL