

PowerFresh Deluxe

1979F

Knocking Noise

Possible Issues:

[First Use](#)

[Used Upright](#)

[Liquid Used](#)

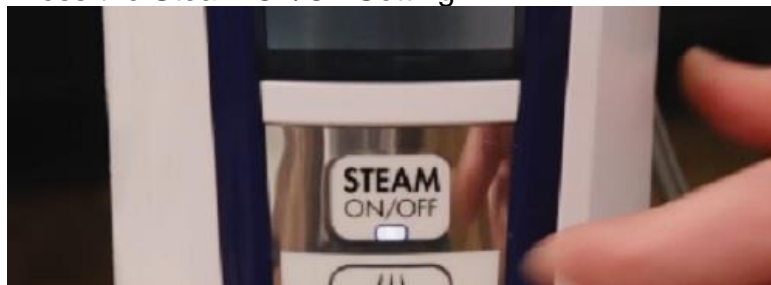
Is this the first use or has the steam mop been unused for more than a week?

If YES: Chose a steam setting until the noise goes away (can take up to 1 ½ minutes)

- This is the normal sound of the pump trying to pull water through the machine.
- It will happen on the **1st use**, **each time the unit runs out of water, if it is tipped upside-down or horizontally**, and if it sits for an extended period of time allowing the water to evaporate.
- The noise will change from a knocking sound to a muffled hum after water enters the pump.

If NO: The water is not able to get into the machine...

- Check to see if there is water in the tank.
- Plug the machine in and wait 30 seconds. The blue light will blink for 30 seconds and then stay on.
- Press the Steam On/Off Setting



- Lastly, choose a steam setting (low or hi). It should only knock for up to 1 ½ minutes until it starts steaming, then the knocking will diminish to a dull or muffled hum.



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 SpotBoost brush, it should be used on recommended surfaces.

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What has been used to fill the water tank?

- This is a list of approved liquids to put in the water tank
 - Distilled or Demineralized water (Recommended, especially if tap water is high in minerals)
 - BISSELL Scented Demineralized water
 - Filtered or Reverse Osmosis water (RO water)
 - Tap water
- No other liquid should be used in the product especially these which would void the warranty as they can damage the internal components or make it unsafe to use.
 - Not to be used
 - Descaling agents (ie. vinegar)
 - Aromatics (other than the approved scented water above)
 - Alcohol
 - Detergents (ie. bleach or soaps etc.)

If all steps have been followed and machine is still making the loud knocking noise,

External Support: Contact BISSELL