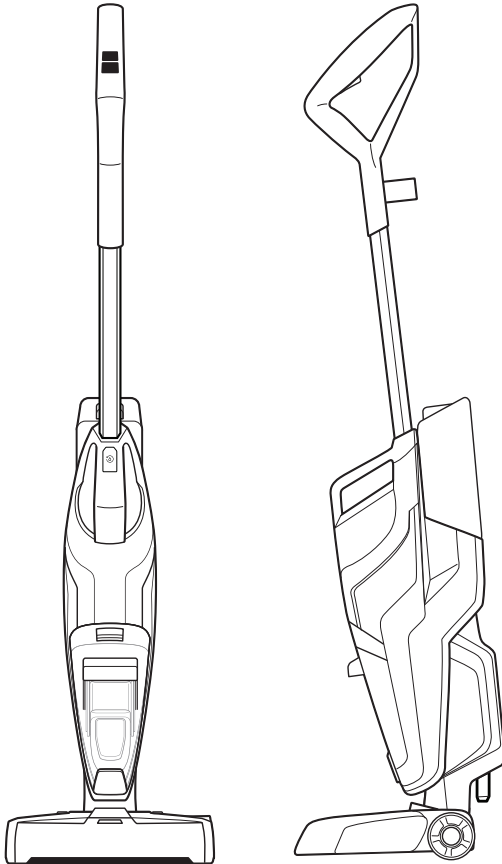




CROSSWAVE[®] CORDLESS

USER GUIDE
2588 SERIES



IMPORTANT SAFETY INSTRUCTIONS

READ ALL INSTRUCTIONS BEFORE USING YOUR APPLIANCE.

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



WARNING

TO REDUCE THE RISK OF FIRE, ELECTRIC SHOCK OR INJURY:

- » This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Cleaning and user maintenance shall not be made by children without supervision.
- » Children should be supervised to ensure that they do not play with the appliance.
- » Unplug from electrical socket when not in use, before cleaning, maintaining, or servicing the appliance, and if your appliance has an accessory tool with a moving brush, before connecting or disconnecting the tool.
- » Do not immerse in water or liquid.
- » Keep hair, loose clothing, fingers, and all parts of body away from openings and moving parts of the appliance and its accessories.
- » If the charger supply cable is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified person in order to avoid a hazard.
- » Do not incinerate the appliance even if it is severely damaged. The batteries can explode in a fire.
- » The battery is to be disposed of safely.
- » This appliance contains batteries that are only replaceable by skilled persons.
- » Under abusive conditions, liquid may be ejected from the battery; avoid contact. If contact accidentally occurs, flush with water. If liquid contacts eyes, additionally seek medical help. Liquid ejected from the battery may cause irritation or burns.
- » Use only with charger SIL, Model SSC-420085US.
- » Recharge only with the charger specified by the manufacturer. A charger that is suitable for one type of battery pack may create a risk of fire when used with another battery pack.
- » Unplug charger from electrical socket when not in use, before cleaning, maintaining or servicing the appliance, and if your appliance has an accessory tool with a moving brush, before connecting or disconnecting the tool.
- » This appliance contains batteries that are non-replaceable.
- » The battery must be removed from the appliance before it is scrapped.
- » Do not use with damaged cable or charger. If appliance is not working as it should, has been dropped, damaged, left outdoors, or dropped into water, return it to a service center.
- » Turn OFF all controls before unplugging.
- » Do not pull or carry charger by cable, use cable as a handle, close door on cable, or pull cable around sharp edges or corners.
- » Keep charger cable away from heated surfaces.
- » To unplug, grasp the charger plug, not the cable.
- » Do not handle charger plug or appliance with wet hands.
- » Battery pack and charger base output terminals are not to be short-circuited.
- » Do not charge the unit outdoors.
- » The appliance must be disconnected from the supply mains when removing the battery.
- » Do not recharge, disassemble, heat above 60°C, or incinerate.
- » Keep batteries out of reach of children.
- » Dispose of used batteries promptly.
- » Never put batteries in mouth. If swallowed, contact your physician or local poison control.
- » Prevent unintentional starting. Ensure the switch is in the OFF-position before picking up or carrying the appliance. Carrying the appliance with your finger on the switch or energising appliance that have the switch on invites accidents.
- » Do not use appliance that is damaged or modified. Damaged or modified batteries may exhibit unpredictable behavior resulting in fire, explosion or risk of injury.
- » Do not expose appliance to fire or excessive temperature. Exposure to fire or temperature above 130°C may cause explosion.
- » Follow all charging instructions and do not charge the appliance outside of the temperature range specified in the instructions. Charging improperly or at temperatures outside of the specified range may damage the battery and increase the risk of fire.
- » Have servicing performed by a qualified repair person using only identical replacement parts. This will ensure that the safety of the product is maintained.
- » Do not modify or attempt to repair the appliance except as indicated in the instructions for use and care.
- » Keep the temperature range of between 4-40°C when charging battery, storing unit or during use.
- » Make sure the power switch is OFF and the battery pack removed from the appliance before making any adjustments, changing accessories, or storing appliance. Such preventive safety measures reduce the risk of starting the appliance accidentally.
- » Use appliances only with specifically designated battery packs. Use of any other battery packs may create a risk of injury and fire.
- » When battery pack is not in use, keep it away from other metal objects, like paper clips, coins, keys, nails, screws or other small metal objects, that can make a connection from one terminal to another. Shorting the battery terminals together may cause burns or a fire.
- » Use indoors only.
- » Plastic film can be dangerous. To avoid danger of suffocation, keep away from children.
- » Use only as described in this user guide.
- » Use only manufacturer's recommended attachments.
- » If appliance is not working as it should, has been dropped, damaged, left outdoors, or dropped into water; do not attempt to operate it and have it repaired at an authorised service center.
- » Do not put any object into openings.
- » Do not use with any opening blocked; keep free of dust, lint, hair, and anything that may reduce air flow.

- » Use extra care when cleaning on stairs.
- » Do not use to pick up flammable or combustible liquids, such as petroleum, or use in areas where they may be present.
- » Do not pick up toxic material (chlorine bleach, ammonia, drain cleaner, etc.).
- » Do not use appliance in an enclosed space filled with vapours given off by oil-based paint, paint thinner, some moth-proofing substances, flammable dust, or other explosive or toxic vapours.

- » 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.

SAVE THESE INSTRUCTIONS

ORIGINAL INSTRUCTIONS. FOR OPERATION ON A 220-240 VOLT A.C. 50-60 HZ POWER SUPPLY ONLY.

THIS MODEL IS FOR HOUSEHOLD USE ONLY.

IMPORTANT INFORMATION

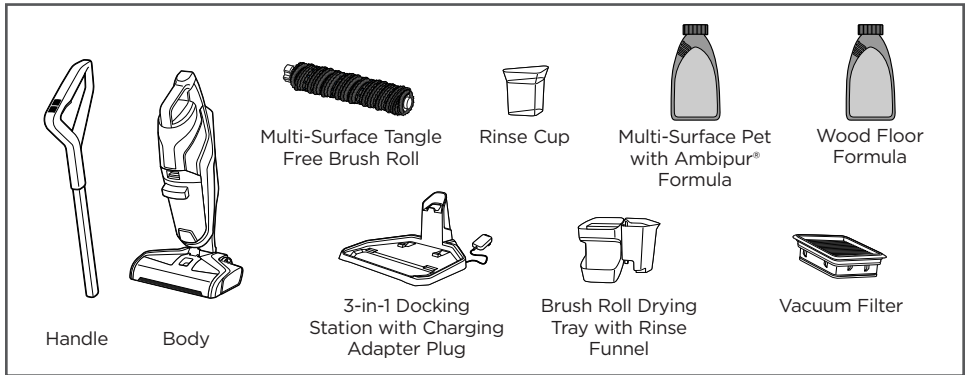
- » If your appliance has a motorised Brush Roll, do not leave machine running in the same spot without the handle fully upright.

Thanks for buying a BISSELL® CrossWave® Cordless

We love to clean and we're excited to share one of our innovative products with you. We want your BISSELL® CrossWave® Cordless to work like new for the years to come, so this guide has tips on how to use, maintain and, if there's a problem, troubleshoot.

Your BISSELL® CrossWave® Cordless needs a little assembly before getting to work, so flip to the "operations" section and let's get started!

What's In The Box?



Handle

Body

Multi-Surface Tangle Free Brush Roll

Rinse Cup

Multi-Surface Pet with Ambipur® Formula

Wood Floor Formula

3-in-1 Docking Station with Charging Adapter Plug

Brush Roll Drying Tray with Rinse Funnel

Vacuum Filter

NOTE: Standard accessories may vary by model.

Safety Instructions 2

Operations 6-10

Product View 4

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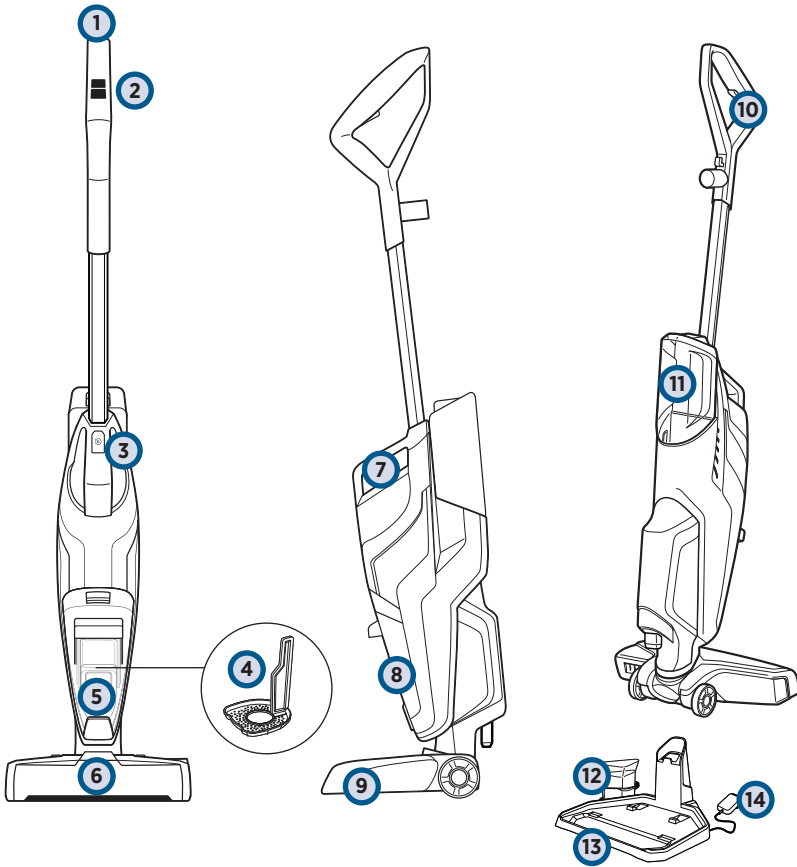
Assembly 5

Troubleshooting 15

Cleaning Formulas 5

Guarantee 16

Getting to Know Your CrossWave® Cordless



- | | |
|----------------------------------------------------|---------------------------|
| 1 Upper Handle | 8 Dirty Water Tank |
| 2 SmartClean Fingertip Controls | 9 Foot |
| 3 Cleanout Cycle button and Battery Life Indicator | 10 Solution Spray Trigger |
| 4 Strainer | 11 Clean Water Tank |
| 5 Float Stack | 12 Rinse Cup |
| 6 Easy Remove Brush Roll Window | 13 3-in-1 Docking Station |
| 7 Integrated Carry Handle | 14 Charging Adapter Plug |

Your BISSELL® CrossWave® Cordless machine comes in three easy to assemble components and does not require any tools to assemble. The unit also comes with a three-piece 3-in-1 Docking Station.

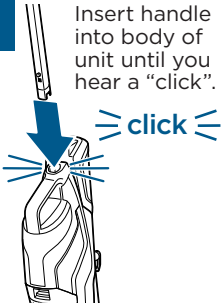
- Handle
- Body
- Clean Water Tank
- 3-in-1 Docking Station
- Brush Roll Drying Tray with Rinse Cup

Assembly

⚠️ WARNING

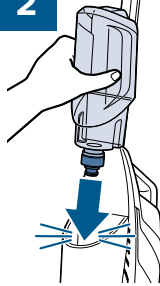
Do not plug in your CrossWave® Cordless until you are familiar with all instructions and operating procedures.

1



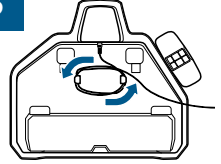
Insert handle into body of unit until you hear a “click”.

2



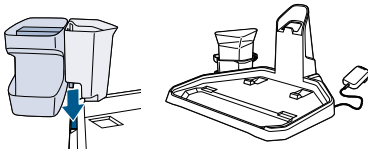
Then, on the back of the machine, align Clean Water Tank with the grooves and slide tank into place until you hear a “click”.

3



Wrap the charging adapter cord around the tabs on the bottom of the 3-in-1 Docking station.

4



Slide the over hang in the middle of the Brush Roll Drying Tray with Rinse Funnel down into the opening on the Storage Tray that is indicated with arrows. Then, place the Rinse Cup into the Rinse Funnel.

NOTE: The 3-in-1 Docking Station functions as a Rinse and Clean Out Tray, Charging Station, and Storage Tray for the machine and Brush Roll.

Cleaning Formulas

⚠️ WARNING

To reduce the risk of fire and electric shock due to internal component damage, use only BISSELL® cleaning fluids intended for use with the hard floor device.

Keep plenty of CrossWave® formulas on hand so you can clean your hard floors and area rugs whenever it fits your schedule.

Always use CrossWave® formulas in your machine. Other solutions may harm the machine and void the warranty.

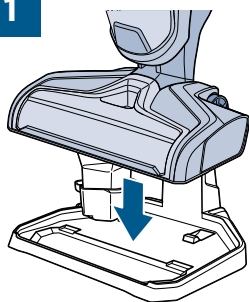
CROSSWAVE® FORMULAS

Multi-Surface Formula	Wood Floor Formula	Area Rug Formula	Multi-Surface Pet with Ambipur® Formula	Sanitise Formula
Great for cleaning ALL sealed floors and area rugs	Restore your wood floors' natural shine	Removes stuck on and embedded dirt from area rugs	Removes pet odors to clean and refresh	Kill 99.9% of germs & bacteria on your HARD floors (ONLY!)

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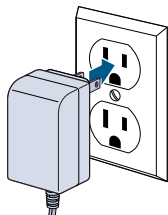
Charging the Battery

1



Lift and place your CrossWave® Cordless onto the 3-in-1 Docking Station to charge.

2



Plug the adapter into a suitable wall outlet. The Battery Life Indicator Lights will illuminate when charging. If LED lights do not turn on, realign the unit on the 3-in-1 Docking Station.

3



For maximum run time, charge unit for 4 hours prior to use. Refer to chart below to understand the charging status.

NOTE: Make sure unit is fully charged before first use. To check the battery status, remove the unit from the charging base and turn the unit ON by pressing either the Area Rug or Hard Floor button. Battery is fully charged when all three white status lights are illuminated.

Charging LED Display

WARNING

Overcharging may cause battery damage, fire or explosion.

Your BISSELL® CrossWave® Cordless has an LED light display that will turn on when the unit is on or charging to show the battery life status. The LED lights are white, but one will be blinking red when the battery is at less than 10%.

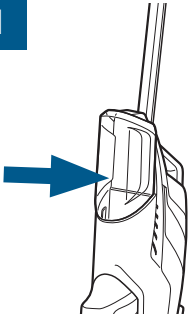
TIP: Be sure to charge unit when there is less than 10% power left, one LED flashing red.

Battery Status	LED Color	Light Behavior
100% to 70%	White	3 lights on
69% to 40%	White	2 lights on
39% to 10%	White	1 light on
9% to 1%	Red	1 light blinking, 2 second fade in and out
0%	N/A	Light off

NOTE: Keep the temperature range between 40-104 °F when charging the battery, storing unit or during use.

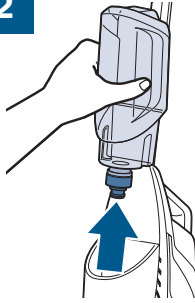
Filling the Clean Water Tank

1



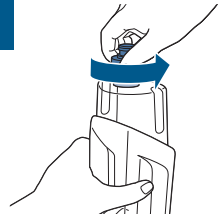
The Clean Water Tank is located on the back of the machine.

2



Lift the Clean Water Tank straight up to remove from the machine.

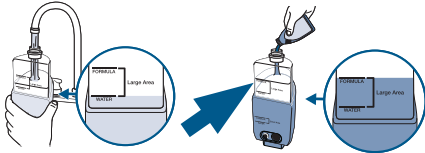
3



Unscrew the cap from the Clean Water Tank.

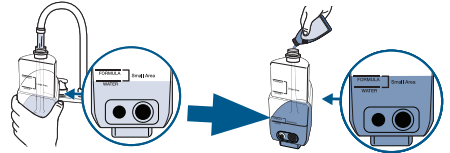
The Clean Water Tank has two measuring volumes depending on the amount of space you would like to clean.

4



For large area cleaning (up to 65 sq m)

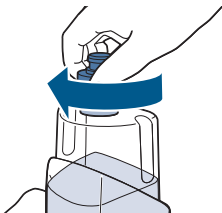
- Fill Clean Water Tank with warm tap water to the second water fill line.
- Then add formula to the second formula fill line.



For small area cleaning (32.5 sq m)

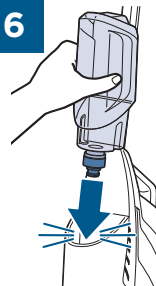
- Fill Clean Water Tank with warm tap water to the first water fill line.
- Then add formula to the first formula fill line.

5



Screw the cap back onto the Clean Water Tank.

6



On the back of the machine, align Clean Water Tank with the grooves and slide tank into place until you hear a “click”.

click

A few notes about filling the Clean Water Tank:

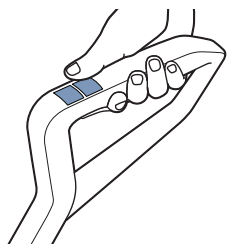
- Fill with warm (140°F/60°C MAX) tap water and add the appropriate BISSELL® solution. **DO NOT USE BOILING WATER. DO NOT HEAT WATER OR TANK IN MICROWAVE.**

NOTE: Never put descaling, alcoholic, eucalyptus oil, or detergent products into the cleaner, as this may damage it or make it unsafe for use.

Cleaning Your Floors

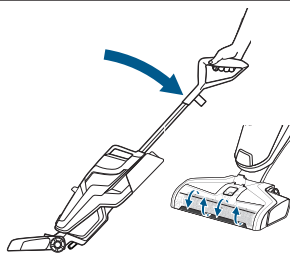
ATTENTION Do not over wet carpet. Be careful not to run over loose objects or edges of area rugs. Stalling the brush may result in premature belt failure.

1



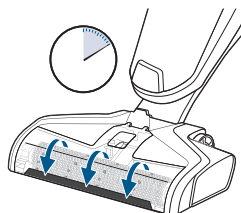
To start cleaning your floors, turn the machine ON by pressing the HARD FLOOR or RUG button. Once the setting is selected, the dry vacuum will turn on. To turn OFF, press the setting button a second time.

2



Recline the body of the machine backward to start the Brush Roll spinning. To stop the Brush Roll spinning, you will need to stand the machine upright.

3



Before each use, hold the Solution Spray Trigger for 10 seconds to prime the system with cleaning solution. LED lights illuminate when holding the trigger.

NOTE: When solution is flowing, you will see bubbles forming at the edges of the Brush Roll Window.

4



To clean, hold the Solution Spray Trigger to apply solution on both forward and backward passes.

To dry hard floors faster, release the trigger and clean a second pass without dispensing solution.

HARD FLOOR CLEANING TIPS:

- When cleaning excessively dirty or muddy hard floors, or if your Brush Roll looks dirty, use the 3-in-1 Docking Station to rinse your Brush Roll before cleaning your area rugs.
- For overly challenging and stuck-on messes on your hard floors, activate the RUG mode and hold your CrossWave® Cordless over the mess. Using short passes while holding the trigger allows the multi-surface brush to go to work.

RUG CLEANING TIPS:

- Before cleaning area rugs, test an inconspicuous area of the rug for colorfastness. Also, please check manufacturer's tag before cleaning area rugs for any specialized cleaning instructions. Not for use on silk or delicate area rugs.
- The RUG button dispenses twice the solution of the HARD FLOOR button to help with area rug cleaning.

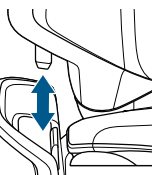
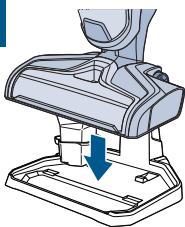
Using the 3-in-1 Docking Station

⚠️ 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.

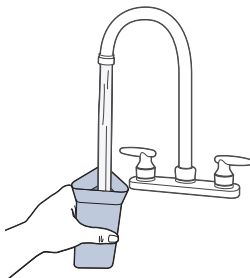
NOTE: The unit will begin to charge once it is docked, assuming the 3-in-1 Docking Station is plugged in. Charging will pause when running the Clean Out cycle. Once the Clean Out cycle is complete, charging will resume.

1



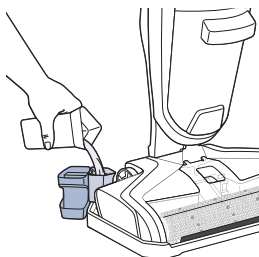
Place unit on 3-in-1 Docking Station.

2



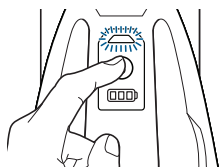
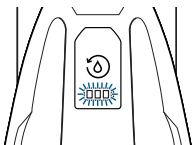
Fill Rinse Cup with water.

3



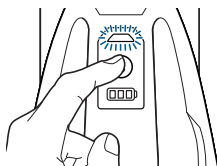
Pour water into the Rinse Funnel on the 3-in-1 Docking Station to the MAX fill line.

4



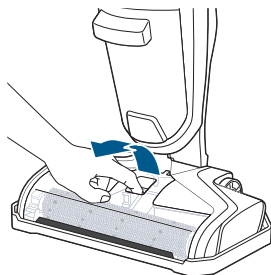
Hold down Clean Out button on top of the Carry Handle. The cycle only runs when the button is held down.

5



Hold down Clean Out button for about 10 to 15 seconds to allow unit to flush out and pick up all the water. Repeat as needed.

6



Grasp Brush Roll Window at the front of the window face and pull upward to remove.

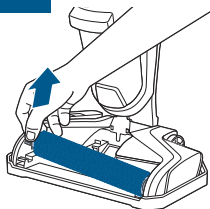
NOTE: The 3-in-1 Docking Station needs to be plugged into an outlet in order to run the clean out cycle. If the Clean Out button is held down over a minute, the unit will stop cleaning automatically.

Using the 3-in-1 Docking Station (cont.)

WARNING

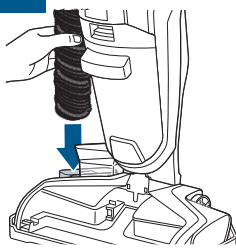
To reduce the risk of fire, electric shock or injury, turn power OFF and disconnect plug from electrical outlet before performing maintenance or troubleshooting.

7



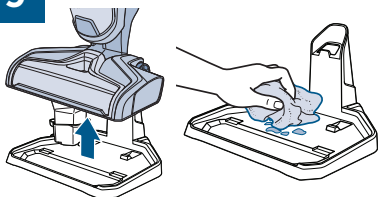
Pull Brush Roll out by grabbing the Brush Roll tab and pulling upward.

8



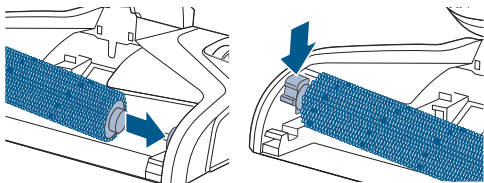
Place the Brush Roll upright in the Brush Roll Drying Tray to dry.

9



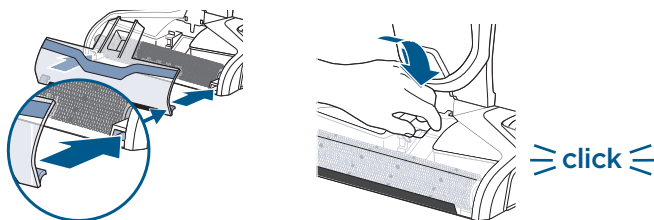
Remove the unit from the 3-in-1 Docking Station and wipe out the tray. Do NOT rinse under faucet directly to avoid water going into the charging plug for safety issues.

10



Replace Brush Roll by inserting the Brush Roll end into the right side of the foot. Then lock the pull tab into place by pressing downward.

11



Replace the Brush Roll Window by first lining up the window tabs with the edges of the foot. Then press the window back into place until you hear a “click”.

Machine Storage

Put the unit away in a closet or basement until the next use. Store cleaner in a protected, dry area.

NOTE: Any solution remaining in the Clean Water Tank should be emptied prior to machine storage.

NOTICE

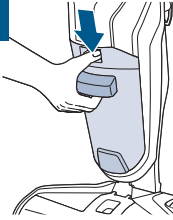
To reduce the risk of a leaking condition, do not store unit where freezing may occur. Damage to internal components may result.

Emptying the Dirty Water Tank

⚠️ WARNING

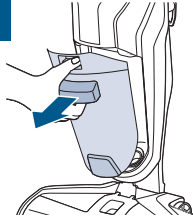
To reduce the risk of fire, electric shock or injury, turn power OFF and disconnect plug from electrical outlet before performing maintenance or troubleshooting.

1



To release Dirty Water Tank, press down on recessed button on the top of the tank.

2



Grab the front handle while pressing down on button and pull Dirty Water Tank away from the unit.

3

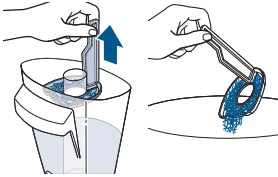


Grasp top of Dirty Water Tank in recessed areas on each side of the filter and pull upward to remove the top of the tank.

Did You Know?

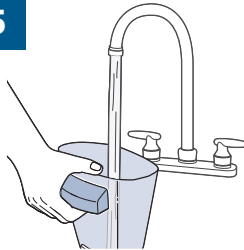
The float is what prevents your Dirty Water Tank from overflowing. When your Dirty Water Tank is full, the float will shut off your suction motor creating a high-pitched sound indicating it is time to empty your Dirty Water Tank.

4



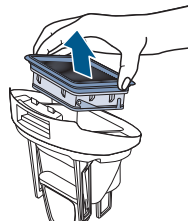
Remove strainer from Dirty Water Tank, then throw debris in trash.

5



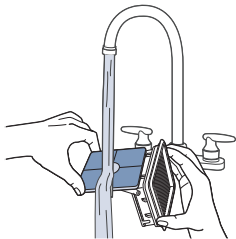
Pour dirty water out into sink. Rinse the inside of the Dirty Water Tank.

6



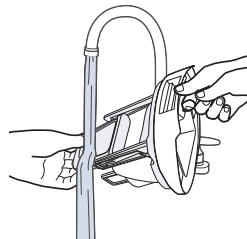
Remove the filter from the top of the Dirty Water Tank by pulling it up.

7



Hand wash the filter and screen with warm water and mild detergent.

8



Rinse the float located at the bottom of the top of the Dirty Water Tank.

Emptying the Dirty Water Tank (cont.)

⚠️ WARNING

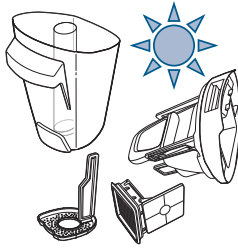
To reduce the risk of fire, electric shock or injury, turn power OFF and disconnect plug from electrical outlet before performing maintenance or troubleshooting.

9



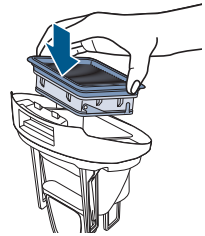
If the inside area where the Dirty Water Tank sits is dirty, wipe it clean with a rag or towel.

10



Leave parts out to dry before reassembling.

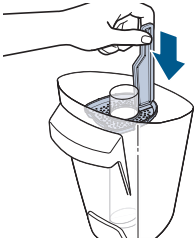
11



Place filter assembly back into the top of the Dirty Water Tank.

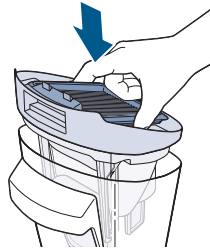
NOTE: Make sure to clean your Dirty Water Tank and let all components dry out after each use to keep your product at its best.

12



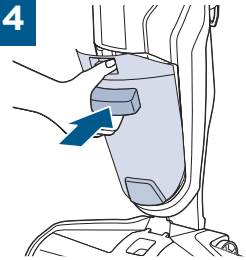
Place strainer back into Dirty Water Tank.

13



Once parts are dry, reassemble and replace the top of Dirty Water Tank.

14



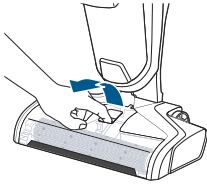
Angle the Dirty Water Tank back into body of machine inserting bottom first. Then tilt the top of the dirt tank toward the machine and push into place until you hear a "click".

Cleaning the Brush Roll and Chamber

WARNING

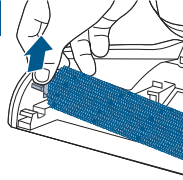
To reduce the risk of fire, electric shock or injury, turn power OFF and disconnect plug from electrical outlet before performing maintenance or troubleshooting.

1



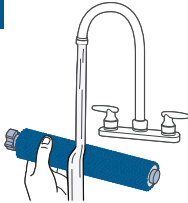
Grasp Brush Roll Window on the front of its face and pull upward to remove.

2



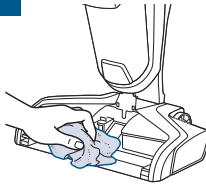
Pull Brush Roll out by grabbing the Brush Roll tab and pulling upward.

3



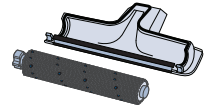
With warm water, rinse your Brush Roll Window and Brush Roll.

4



If your Brush Roll chamber is dirty, clean with a rag or towel.

5

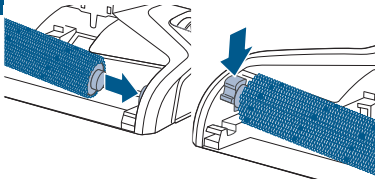


Let your Brush Roll and Brush Roll Window chamber dry before reassembling.

TIP: Running your machine with a wet Brush Roll will help the Brush Roll dry faster. The trigger should not be pressed.

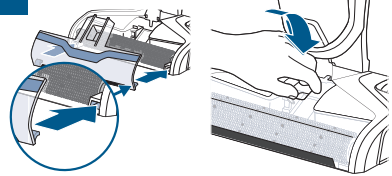
NOTE: The Brush Roll is not dishwasher or automatic washing machine safe. Please follow cleaning instructions above.

6



Replace Brush Roll by inserting the Brush Roll end into the right side of the foot. Then lock the pull tab into place by pressing downward.

7



Replace the Brush Roll Window by first lining up both window tabs with the edges of the foot. Then press the window back into place until you hear a “click”.

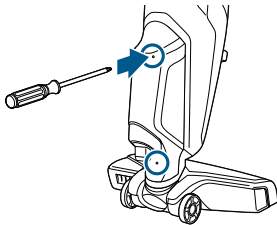
Disposing of the Batteries

NOTICE: Disconnecting the battery will destroy the appliance and invalidate the warranty.

Before proceeding, ensure that:

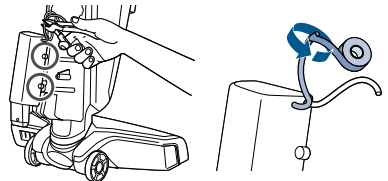
- The unit is disconnected from the 3-in-1 Docking Station
- The Clean and Dirty Water Tank are empty or removed from the unit.
- You have a Phillips-head screwdriver, electrical tape and rubber handled wire cutters. All required for disassembly.

1



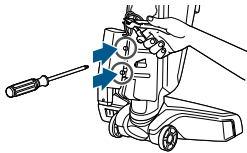
With a Phillips-head screwdriver, remove the 4 screws on the back of the unit. Then, lift off the back cover.

2



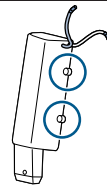
Cut the red positive (+) battery wire with rubber handled wire cutters. Wrap the end of the red cut wire with electrical tape. Then, individually cut the remaining battery wires.

3



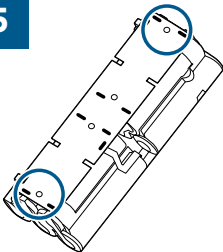
Using a Phillips-head screwdriver, remove the 4 screws on the sides of the battery pack. Then, remove the battery pack from the unit.

4



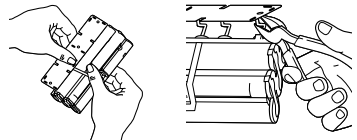
Remove the 4 screws from the battery pack and lift off the top cover to expose the control panel and battery cells.

5



Remove the last two screws on the control panel.

6



Pull the control panel back from the battery pack. Then, with rubber handled wire cutters, clip all the metal poles to disconnect the battery pack from the control panel.

NOTE: Keep Battery Pack together - DO NOT separate individual batteries.

Troubleshooting

WARNING

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

Problem	Possible Causes	Remedies
Reduced spray OR no spray	Clean Water Tank may be empty	Refill tank
	Clean Water Tank may not be seated completely	Turn power OFF / Remove and reseal tank
	System isn't completely primed	Hold trigger for 10 to 15 seconds
	Brush Roll Window is not latched in place	Turn power OFF / Unplug machine and re-install Brush Roll Window
	Not holding trigger to spray solution	Hold Spray Solution Trigger continuously while using the machine
	Spray tips on foot clogged	Use a pin to clean the spray tips located underneath the Brush Roll Window
Loss of suction power	Tanks may not be seated properly	Turn Power OFF / Remove both tanks and reseal them so they fit properly
	Dirty Water Tank has picked up maximum amount of dirty water and has reached full line	Empty Dirty Water Tank and make sure to make slow cleaning passes back and forth while cleaning
	Brush Roll Window is not latched in place	Turn Power OFF / Unplug machine and re-install Brush Roll Window
	Debris channel in foot is clogged	Clean the channel with a paper towel
	Filter clogged by debris	Remove debris clogging the filter screen and clean the filter
Brush Roll is not turning and/or 3 solid red LED lights	Brush Roll is not installed properly	Turn Power OFF / Unplug machine and follow instructions on page 14 for replacing Brush Roll
	Machine is standing upright	Recline machine to turn the Brush Roll on
	Obstruction has caused Brush Roll to stop rotating	Turn Power OFF / Unplug machine and remove Brush Roll Window and Brush Roll to clean hair and string off of brush ends
Machine won't turn on	Obstruction has caused Brush Roll to stop and shut down machine indicated by 3 solid red LED lights.	Unplug machine to reset the system. While the machine is unplugged, remove the Brush Roll Window and Brush Roll to clean hair and string off of brush ends
	Handle not inserted properly into body of machine	Remove the Handle and re-insert into the body of the machine making sure to push down until you hear a "click"
	Battery is dead	Place unit on 3-in-1 Docking Station and let charge for 4 hours.
Machine is leaking	Cap of Clean Water Tank is not closed properly	Remove the Clean Water Tank and re-apply the cap
Machine is streaking	Too much water applied	Go over area without spraying down water
	Previous floor care products used	Contact product manufacturer regarding how to remove
2 or 3 LED red lights flashing	Internal error	Restart unit. If issue does not resolve, contact Consumer Care.

Consumer Guarantee

This guarantee gives you specific legal rights, in addition to rights you may have under the Australian Consumer Law. If you need additional instruction regarding this guarantee or have questions regarding what it may cover, please contact your local BISSELL Consumer Services on the details set out below.

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Consumer Care

If your BISSELL® product should require service or to claim under our limited guarantee, please contact us as follows:

Website and Email:

www.BISSELL.com.au
www.BISSELL.co.nz

Telephone:

Australia: 1300-247-735

New Zealand: 0800-247-735

Replacement parts and accessories are available for purchase.

To purchase visit www.BISSELL.com.au.

Write:

BISSELL AUSTRALIA PTY LIMITED
42 Rocco Dr.
Scoresby 3179
Victoria
Australia

Visit the BISSELL website: www.BISSELL.com.au

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 the date of purchase in the event of a guarantee claim. See guarantee for details.



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