

Bissell®

BIG GREEN®

USER GUIDE
48F3G, 64P8F



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 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 run appliance over cable.
- » Do not use with damaged cable or plug.
- » Do not pull or carry by cable, use cable as a handle, close door on cable, or pull cable around sharp edges or corners.
- » Keep cable away from heated surfaces.
- » If the appliance has a handheld accessory like pet brush, motor driven head, etc., the user shall avoid entrapment.
- » Do not leave appliance when plugged in.
- » Do not immerse. Use only on surfaces moistened by the cleaning process. Use only BISSELL® cleaning formulas intended for use with this machine.
- » Use only the type and amount of liquids specified under the operations section of this guide.
- » Use only on carpet moistened by the cleaning process.
- » Liquid must not be directed towards equipment containing electrical components.
- » Always connect to a properly earthed electrical socket. Do not modify earthed plug.
- » Always install float before any wet pick-up operation.
- » To unplug, grasp the plug, not the cable.
- » Do not handle plug or appliance with wet hands.
- » Turn OFF all controls before unplugging.
- » 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 use flammable or combustible liquids with this machine.
- » 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 indoor only.
- » CAUTION: The handle contains electrical connections. The handle is not a serviceable part.

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

- » Keep appliance on a level surface.
- » If your appliance has a motorised Brush Roll, do not leave machine running in the same spot without the handle fully upright.
- » To reduce the risk of a leaking condition, do not store machine where freezing may occur. Damage to internal components may result.

Thanks for buying a BISSELL® cleaner

We love to clean and we're excited to share one of our new innovative products with you. We want to make sure your cleaner works as well as it does today for years to come. This guide has tips on using, maintaining, and if there is a problem, troubleshooting.

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TIPS

- » Cleaning stairs and high-traffic areas on a regular basis helps prolong carpet life.
- » Check upholstery stuffing before cleaning. Coloured stuffing may bleed through the fabric when it becomes wet.
- » Before turning OFF the machine, suction up clean water to thoroughly rinse out the interior of the flex hose. Then, lift the cleaning tool and point it upwards to drain any remaining water into the Dirty Water Tank.

Product View



- 1 Spray Trigger
- 2 Power Cable
- 3 Adjustable Handle
- 4 Hose Latch
- 5 Tank Carry Handle
- 6 Flow Indicator
- 7 Solution Hose Connection

- 8 Dirty Water Tank
- 9 Front Carry Handle
- 10 Clean Water Tank
- 11 Power Switch
- 12 Upper Handle Release
- 13 Back Carry Handle
- 14 Recline Handle

Cleaning Formulas

Keep plenty of BISSELL® formulas on hand so you can clean whenever it fits your schedule. Always use genuine BISSELL formulas in your machine. Other formulas may harm the machine and void the guarantee. Do not use Wash & Shine Hard Floor Formula on area rugs or carpet.

Pretreat

Pretreat spots and stains to improve cleaning performance.

| | |
|---|---|
|  |  |
| Stain Pretreat Loosens set-in stains & odours before carpet washing. | Pet Stain Pretreat Loosens tough pet stains & odours before carpet washing. |

Boost





Add to any formula to increase its effectiveness.

| |
|---|
|  |
| Oxy Boost Add to formula for permanent stain removal. |

⚠️ WARNING

To reduce the risk of fire and electric shock due to internal component damage, use only BISSELL formula intended for use with this machine. Use of cleaning formulas that contain eucalyptus, lemon or pine oil may damage this appliance and void the guarantee. Chemical spot cleaners or solvent-based soil removers should not be used. These products may react with the plastic materials used in your carpet washer, causing cracking or pitting.

Carpet Cleaning Formulas

| Wash & Protect | | | Wash & Refresh |
|--|---|---|--|
|  |  |  |  |
| Pro Stain & Odour Professional strength to remove extra tough stains and odours. | Pet Stain & Odour Removes tough pet stains and odours. | Stain & Odour Removes tough stains and odours. | Ambipur Blossom & Breeze Powerful cleaning with a refreshing spring scent. |

| Wash & Remove | Wash & Shine | |
|--|---|--|
|  |  |  |
| Pro Pet Urine Eliminator + Oxy Permanently removes stains and odors at the source with the power of Oxy. | Allergen Helps remove pet dander, pollen and dust mite waste allergens. | Hard Floor Cleaner Removes tough dirt & grime and leaves a natural shine. Do not use on area rugs or carpet. |

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Operations

Before You Clean

1. Move furniture to another area if cleaning the entire room (optional).
2. Remove loose dirt and impediments.
3. Plan your cleaning route to leave an exit path. It is best to begin cleaning in the corner farthest from your exit.
4. Pretreating (optional) is recommended to improve cleaning effectiveness for heavily soiled carpet in high-traffic areas such as entryways and hallways.

- a. Spray the BISSELL® Pretreat formula onto high-traffic areas, soiled areas or stains.
- b. Allow to penetrate for at least three minutes.
- c. Clean as normal using your BISSELL cleaning machine, following the instructions on carpet cleaning.

ATTENTION

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

Operations

Carpet Cleaning

1. Remove Dirty Water Tank. Pull tank handle to upright position and lift up to remove.

2. Lift Clean Water Tank from the base of machine.

a. Unscrew cap on top of the Clean Water Tank. Fill tank to **FILL** line with clean, warm tap water (60°C/140°F MAX). **Do not boil or microwave water.**

b. Measure BISSELL® formula using cap on tank. Fill cap to line twice for each full tank of water. Always use genuine BISSELL formulas to maximize cleaning and for the safety of your machine

c. Screw cap back onto Clean Water Tank and place tank onto base of the machine.

3. Replace Dirty Water Tank securely on top of the Clean Water Tank and push handle back to lock into place.

4. Plug into a proper outlet and turn the Power Switch to the ON (I) position.

5. Recline handle by pushing down on the green lever on the back of the machine while pulling back on handle.

6. **Cleaning strokes.** While pressing the trigger, make one slow forward wet pass and another back. Let the formula and DirtLifter PowerBrush do the work for you.

NOTE: Your machine is equipped with a circuit breaker that will automatically shut off the brush if a large or loose object is caught in the Brush Roll. If that happens, be sure to unplug your machine, remove the foreign object and then plug machine in to reset the circuit breaker.

7. Release the trigger and make one slow forward and backward pass over the same area to remove any residual dirty water and aid in drying. Repeat cleaning passes until solution being pulled up appears clean.

8. Continue passes without pressing the trigger until you can't see any water being pulled up.

9. Remove the Dirty Water Tank by pulling the handle to the upright position and lifting up. Carry the tank like a bucket to a utility sink or outside where you will dispose of the dirty water.

10. Unlatch the top of the tank from the bottom by pushing the handle all the way forward and lifting the top off. Pour dirty water into the sink.

NOTE: You may notice hair and debris deposits on the carpet or in the tank that were loosened by the cleaning action (especially with newer carpets that have never been cleaned before). This debris should be picked up and thrown away.

11. Fill the Clean Water Tank with clean, warm tap water (60°C/140°F MAX) and follow instructions 2 - 8 to continue cleaning.

CAUTION

Do not overwet. Take care not to run over loose objects or edges of area rugs. Stalling brush may result in premature belt failure.



1.



2.



2a.



2c.



3.



3.



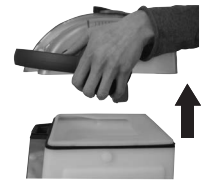
5.



9.



10.



Operations

Cleaning with Attachments

Your cleaning machine comes with a hose and at least one attachment for cleaning stairs, upholstery and more.

1. Important! If using to clean upholstery, check upholstery tags.

- a. Check manufacturer's tag before cleaning. Do not use on velvet or silk. If manufacturer's tag is missing or not coded, check with your furniture dealer.
- b. Check for colourfastness in an inconspicuous place.
- c. Check upholstery stuffing. Coloured stuffing may bleed through fabric when wet.
- d. Plan to allow upholstery time to dry.
- e. Vacuum thoroughly to pick up loose debris and pet hair. Use a vacuum with a brush attachment and a crevice tool to clean in fabric folds.

2. Remove Dirty Water Tank. Pull Dirty Water Tank handle to upright position and lift up to remove Dirty Water Tank.

3. Lift Clean Water Tank from the base of machine.

- a. Unscrew cap on top of the Clean Water Tank. Fill tank to **FILL** line with clean, warm tap water (60°C/140°F MAX). **Do not boil or microwave water.**
- b. Measure BISSELL® formula using cap on tank. Fill cap to line twice for each full tank of water. Always use genuine BISSELL formulas to maximize cleaning and for the safety of your machine.
- c. Screw cap back onto Clean Water Tank and place tank onto base of the machine.

4. Attach Hose.

- a. Connect solution hose to the hose connection point on machine, next to Flow Indicator. Insert hose and turn clockwise until locked into place.
- b. Open Hose Latch on the front of the machine and insert hose into place. Turn clockwise until locked into place.

5. Attach cleaning tool to the end of the hose.

6. Clean by pressing the red trigger to spray solution onto the area to be cleaned. Slowly move the tool back and forth over the soiled surface. Release the trigger to suction soiled water. Continue to clean in the area, working in small sections, until no more dirt can be removed. **Caution: Do not overwet.**

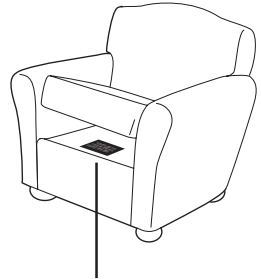
7. Plug into a proper outlet and turn the Power Switch to the ON (I) position.

8. Remove and rinse tool in clean running water. Let dry completely.

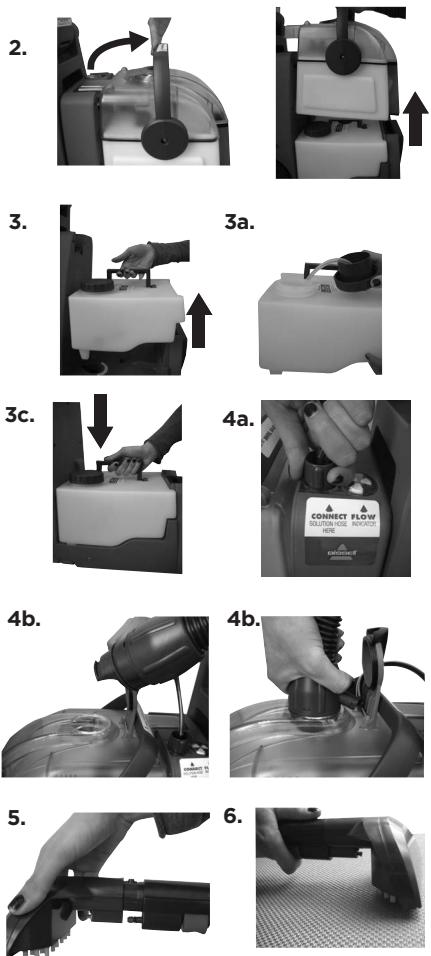
9. Empty Dirty and Clean Water Tanks and rinse following instructions on "Machine Care" Instructions on page 8.

WARNING

To reduce the risk of injury, be extra careful when cleaning stairs. Make sure machine is secure and level.



Manufacturer's tag



Operations

Stain Removal

Do Not Delay! Attending to an accident soon after it occurs ensures an optimal clean. Leaving it for an extended period of time may cause it to set and become permanent.

1. Blot up liquids with an absorbent cloth or paper towels. White materials are recommended because certain dyes may bleed and make the stain worse.
2. Gently scrape up any semi-solids with a spoon or spatula. Do not use a knife or other utensil with sharp edges because it could damage the carpet or upholstery.
3. If the area has dried, remove loose dirt and impediments.
4. Be sure to test any spot removal formulas in an inconspicuous area first. This is important as some dyes and materials could be damaged or discoloured by cleaning solvents. If such a change should occur, try a different solution or call a professional.
5. If cleaning on Berber carpeting, gently run your machine over a hidden area. If no fuzzing occurs, continue cleaning in soiled area.
6. Using the BISSELL® Pretreat formula, spray evenly over soiled area. **DO NOT OVERWET.** Wait 3-5 minutes. Gently work the solution by blotting area with a clean, damp, colour-safe cloth.
7. Clean using the machine or the hose with attachment.

Machine Storage

Once your cleaning is complete, make sure both the Dirty and Clean Water Tanks are emptied, rinsed out and dried before the next use.

NOTE: Store cleaner in a protected, dry area. Since this product uses water, it must not be stored where there is a danger of freezing. Freezing will damage internal components and void the guarantee.

Machine Care

For best results, a few simple steps can assure your machine is well maintained after your cleaning is complete.

1. Turn power OFF (O). Unplug the machine and wrap the Power Cable.
2. After emptying the Clean and Dirty Water Tanks, rinse them out with running water.
3. The top half of the Dirty Water Tank can also be rinsed clean through the nozzle area.
4. To clean attachments, remove from hose and rinse in clean, running water and let dry. Clean the hose by removing it from the machine and let running tap water run through both ends.
5. After carpet is dry, pick up loose impediments such as hair and fuzz.

Maintenance & Care

Belt Removal and Replacement

1. Turn OFF the machine and unplug it from the outlet.
2. Remove the Dirty and Clean Water Tanks from the base of the machine.
3. While standing behind the machine, lay the machine on its side (cable side up).
4. Looking at the bottom of machine, find the back center of the brush carriage where the red carriage latch is located. It is between the brush assembly and the front wheels.
5. Pinch the red carriage latch while pulling the carriage towards you. The carriage should swing out to access belt cover.
6. Remove three screws from cover. Lift and remove to access brush carriage.
7. Turn the belt inward towards the large pulley while lifting out.

8. Place new belt over small pulley first and then slip the belt over the large pulley.

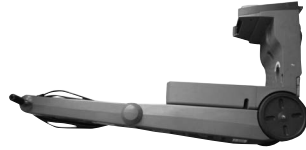
NOTE: Test the Brush Roll to make sure it spins freely before moving to the next step.

9. Replace the brush carriage and screws.
10. Push brush carriage back into place making sure the carriage latch locks back into place.

WARNING

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

3.



4.



5.



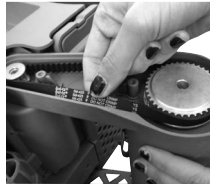
6A.



6B.



7.



8.



9.



10.



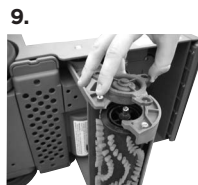
Maintenance & Care

Brush Removal and Replacement

1. Turn OFF (O) the machine and unplug from the outlet.
2. Remove the Dirty and Clean Water Tanks from the base of the machine.
3. While standing behind the machine, lay the machine on its side (cable side down).
4. Looking at the bottom of the machine, find the center of the brush carriage where the red carriage latch is located. It is between the brush assembly and wheels.
5. Pinch the carriage latch while pulling the carriage towards you. The carriage should swing out to access brush end cover.
6. Remove three screws from endcap. Pull endcap off to release Brush Roll.
7. With cover removed, the brush comes out easily by tilting the loose end out of the carriage.
8. To replace the Brush Roll back into the machine, place the large open end of the brush onto the carriage and tilt opposite end back into place.
9. With the brush sitting relatively straight up and down by itself, place endcap back on top and replace three screws. The brush will need to be held and centered to the cover while placing it back on.
10. Spin the brush by hand to make sure it turns freely with some minor resistance from the motor. Push brush carriage back into place with a light pull against the lock.

WARNING

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



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. | Fill Clean Water Tank with warm tap water (60°C/140°F MAX). |
| | Tanks may not be seated completely. | Turn power OFF (O). Remove and reseal tank. |
| | Pump may have lost prime. | Turn power OFF (O) and then back ON (I). Wait one minute, then press trigger. |
| | Debris filter on base is clogged. | Turn power OFF (O). Use hand to remove debris. |
| DirtLifter PowerBrush does not turn | The belt is off or broken. | Turn power OFF (O) and unplug machine from outlet. Follow instructions on belt removal and replacement (page 9). |
| | The machine is in the upright position. | Brushes only rotate when machine is reclined using the Recline Handle. |
| | Circuit breaker on machine may have tripped. | Turn the machine OFF (O) and unplug from outlet. Check to see if foreign object is caught in Brush Roll. Remove object. Plug machine in to reset circuit breaker. |
| Cleaner not picking up solution | Tanks may not be seated properly. | Turn the machine OFF (O). Pick up both the Clean and Dirty Water Tanks and reseal them so they fit snugly on the machine. |
| | Clean Water Tank is empty. | Check fluid levels in Clean Water Tank and refill if necessary. |
| | Dirty Water Tank has picked up the maximum amount. | Empty Dirty Water Tank. |
| | Red float “door” in the tank may have closed as a result of bumping an object or moving machine back and forth too quickly. | Turn the machine OFF (O), allowing red float door to release into the open position. Turn the machine back ON (I) to continue cleaning. Be sure your forward and backward passes are completed at a slower pace. |
| | Front nozzle of machine is clogged. | Turn the machine OFF (O). Use fingers to remove any debris from this area. |
| | Upper body filter is clogged. | Turn the machine OFF (O). Use fingers to remove any debris from this area. |

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.

Limited 2 Year Guarantee (from the date of purchase by original purchaser)

Subject to the *CONDITIONS identified below, BISSELL will repair or replace (with new, refurbished, lightly used, or remanufactured components or products), at BISSELL's option, free of charge, any defective or malfunctioning part due to manufacturer defect. This guarantee applies to product used for personal purposes, and not commercial or rental service. This guarantee does not apply to fans or routine maintenance or consumable components such as filters, belts, brush rolls, etc., damage or malfunction caused by negligence, abuse, neglect, unauthorized repair, or any other use not in accordance with the user guide. BISSELL recommends that the original packaging be kept for the duration of the guarantee period in case such need arises within the guarantee period that the item needs re-packing and transportation.

It may be necessary to obtain some of your personal information, such as a mailing address, to fulfill terms of this guarantee. Any personal data will be handled pursuant to BISSELL's Privacy Policy, which can be found at BISSELL.com.

*CONDITIONS OF THE GUARANTEE

Subject to whether such loss is reasonably foreseeable, BISSELL and its in-country distributors are not liable for incidental or consequential damages of any nature associated with the use of this product.

FOR AUSTRALIAN CONSUMERS ONLY:

OUR GOODS COME WITH GUARANTEES THAT CANNOT BE EXCLUDED UNDER THE AUSTRALIAN CONSUMER LAW. YOU ARE ENTITLED TO A REPLACEMENT

OR REFUND FOR A MAJOR FAILURE AND FOR COMPENSATION FOR ANY OTHER REASONABLY FORESEEABLE LOSS OR DAMAGE. YOU ARE ALSO ENTITLED TO HAVE THE GOODS REPAIRED OR REPLACED IF THE GOODS FAIL TO BE OF ACCEPTABLE QUALITY AND THE FAILURE DOES NOT AMOUNT TO A MAJOR FAILURE.

THIS GUARANTEE IS IN ADDITION TO OTHER RIGHTS OR REMEDIES UNDER LAW. NOTHING IN THIS GUARANTEE EXCLUDES, LIMITS OR MODIFIES ANY LIABILITY OF BISSELL WHICH IS IMPOSED BY LAW, OR LIMITS OR MODIFIES ANY REMEDY AVAILABLE TO THE CONSUMER WHICH IS GRANTED BY LAW. TO MAKE A CLAIM UNDER THIS GUARANTEE CONTACT BISSELL AUSTRALIA PTY LTD (DETAILS BELOW). CONTACT BISSELL PRIOR TO RETURNING ANY GOODS. WHERE AGREED, BISSELL WILL REIMBURSE REASONABLE POSTAGE / HANDLING COSTS (IF ANY) FOR RETURNING GOODS TO BISSELL. TO CLAIM EXPENSES INCURRED IN MAKING A CLAIM UNDER THIS GUARANTEE PLEASE PROVIDE BISSELL WITH A COPY OF THE RECEIPT OF THE EXPENSES BY EMAIL OR POST.

BISSELL 1 Year Guarantee - Commercial Use

SUBJECT TO THE *CONDITIONS IDENTIFIED BELOW, BISSELL WILL REPAIR OR REPLACE (NEW, REFINISHED, LIGHTLY USED, 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 DUE TO MANUFACTURER DEFECT. THIS GUARANTEE APPLIES TO PRODUCT USED FOR COMMERCIAL PURPOSES ONLY. THIS GUARANTEE DOES NOT APPLY TO FANS OR ROUTINE MAINTENANCE OR CONSUMABLE COMPONENTS SUCH AS FILTERS, BELTS, BRUSH ROLLS, ETC., DAMAGE OR MALFUNCTION CAUSED BY NEGLIGENCE, ABUSE, NEGLIGENCE, UNAUTHORIZED REPAIR, OR ANY OTHER USE NOT IN ACCORDANCE WITH THE USER GUIDE. BISSELL RECOMMENDS THAT THE ORIGINAL PACKAGING BE KEPT FOR THE DURATION OF THE GUARANTEE PERIOD IN CASE SUCH NEED ARISES WITHIN THE GUARANTEE PERIOD THAT THE ITEM NEEDS RE-PACKING AND TRANSPORTATION.

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 BISSELL.com.

Write:

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

Visit the BISSELL website: 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 the date of purchase in the event of a guarantee claim. See guarantee for details.



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