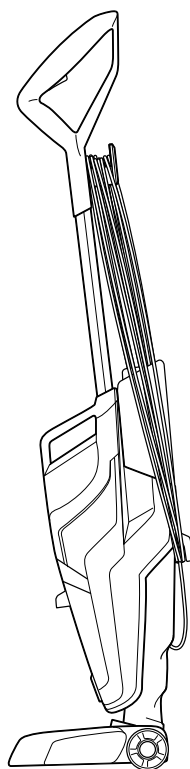
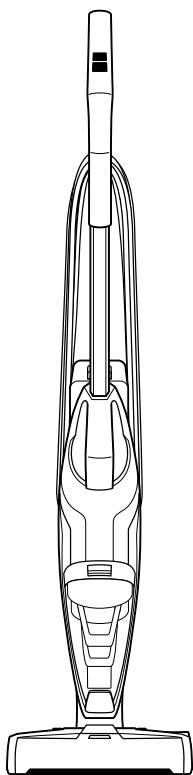


# CROSSWAVE™

USER GUIDE  
1713, 2203 SERIES



# IMPORTANT SAFETY INSTRUCTIONS

## READ ALL INSTRUCTIONS BEFORE USING YOUR MULTI-SURFACE CLEANER.

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

### **WARNING**

**ALWAYS CONNECT TO A PROPERLY EARTHED ELECTRICAL SOCKET.**

### **WARNING**

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

- » Unplug from electrical socket when not in use and before cleaning, maintaining or servicing the appliance.
- » 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.
- » If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.
- » Do not run appliance over cable.
- » Keep hair, loose clothing, fingers, and all parts of body away from openings and moving parts of the appliance and its accessories.
- » Use only the type and amount of liquids specified under the Operations section of this guide.
- » Do not leave appliance when plugged in.
- » Do not modify earthed plug.
- » Brush may start unexpectedly. Unplug before cleaning or servicing.
- » Do not expose to rain. Store indoors.
- » Do not allow to be used as a toy.
- » Use only as described in the user guide.
- » Use only manufacturer's recommended attachments.
- » Do not use with damaged cable or plug.
- » Do not immerse in water or liquid.
- » 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 authorized service center.
- » Liquid must not be directed towards equipment containing electrical components.

- » 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.
- » Do not unplug by pulling on cable.
- » To unplug, grasp the plug, not the cable.
- » Do not handle plug or appliance with wet hands.
- » 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.
- » Turn off all controls before unplugging.
- » Use extra care when cleaning on stairs.
- » Do not use to pick up flammable or combustible liquids, such as petrol, 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 vapors given off by oil base paint, some mothproofing substances, flammable dust, or other explosive or toxic vapors.
- » Do not pick up hard or sharp objects such as glass, nails, screws, coins, etc.
- » Keep appliance on a level surface.

### **WARNING**

**TO REDUCE THE RISK OF INJURY FROM MOVING PARTS, CORRECTLY ASSEMBLE THE BRUSH WINDOW IN PLACE BEFORE OPERATION.**

### **WARNING**

**TO REDUCE THE RISK OF FIRE AND ELECTRIC SHOCK, USE Indoors ONLY . DO NOT IMMERSE. USE ONLY ON SURFACES MOISTENED BY THE CLEANING PROCESS. USE ONLY BISSELL CLEANING PRODUCTS INTENDED FOR USE WITH THIS MACHINE.**

### **WARNING**

**TO REDUCE THE RISK OF FIRE AND ELECTRIC SHOCK, ALWAYS INSTALL FLOAT BEFORE ANY WET PICK-UP OPERATION.**

### **CAUTION**

**THE MULTI-SURFACE CLEANER HANDLE CONTAINS ELECTRICAL CONNECTIONS AND IS NOT A SERVICEABLE PART.**

## SAVE THESE INSTRUCTIONS

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

This model is for household use only.

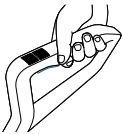
## Thanks for buying a BISSELL CrossWave™

We love to clean and we're excited to share one of our innovative products with you. We want to make sure your multi-surface cleaner works as well in years to come as it does today, so this guide has tips on using (pages 6-8), maintaining (pages 9-13), and if there is a problem, troubleshooting (page 14).

Your multi-surface cleaner needs a little assembly before you can put it to work, so flip to page 5 and let's get started!

### What's In The Box?

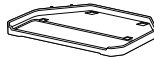
#### Standard Inclusions:



Handle



Dual Action  
Multi-Surface Brush Roll



Storage Tray



Brush Roll  
Drying Tray



Multi Surface  
Formula

**NOTE:** Accessories may vary by model. Additional accessories are available for purchase:



Wood Floor  
Brush Roll



Area Rug  
Brush Roll



Wood Floor  
Formula



Area Rug  
Formula



Vacuum  
Filter

Safety Instructions . . . . . 2

Product View . . . . . 4

Assembly . . . . . 5

Operations . . . . . 6-8

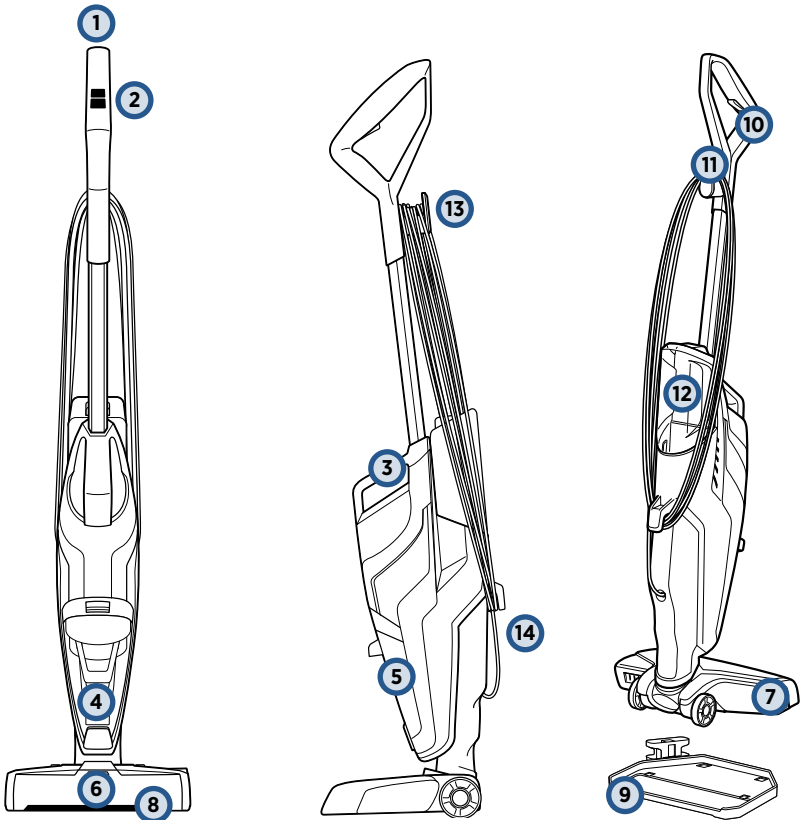
Maintenance & Care . . . . . 9-13

Troubleshooting . . . . . 14

Warranty . . . . . 16

Product Registration . . . . . 16

# Getting to Know Your CrossWave™



- |   |                               |    |                          |
|---|-------------------------------|----|--------------------------|
| 1 | Upper Handle                  | 8  | Easy Remove Brush Window |
| 2 | SmartClean Fingertip Controls | 9  | Easy Clean Storage Tray  |
| 3 | Integrated Carrying Handle    | 10 | Solution Spray Trigger   |
| 4 | Float Stack                   | 11 | In-Use Cord Clip         |
| 5 | Dirty Water Tank              | 12 | Clean Water Tank         |
| 6 | Solution Spray Indicator LED  | 13 | Quick Release Cord Wrap  |
| 7 | Foot                          | 14 | Lower Cord Wrap          |

# Assembly

## WARNING

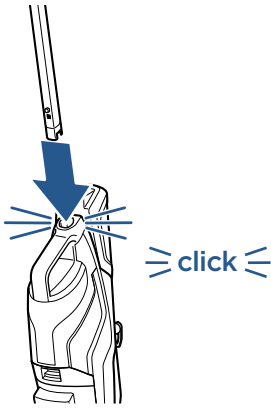
Do not plug in your CrossWave™ until you are familiar with all instructions and operating procedures.

Your BISSELL CrossWave™ machine comes in three easy to assemble components and does not require any tools to assemble. The unit also comes with a two-piece Easy Clean Storage Tray.

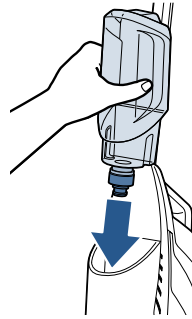
- Handle
- Body
- Clean Water Tank
- Storage Tray
- Brush Roll Drying Tray

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.

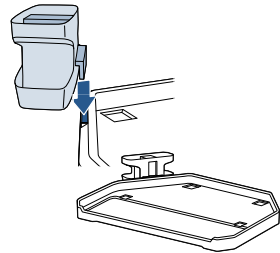
3

Wrap the cord around the quick release cord wrap and the lower cord wrap.



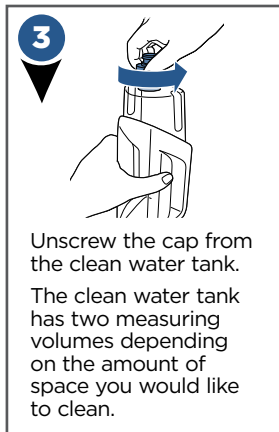
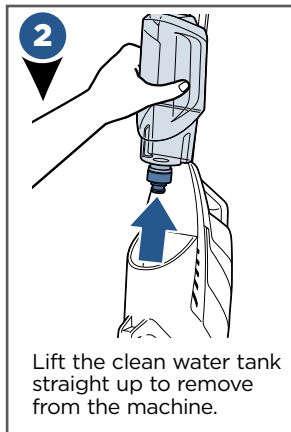
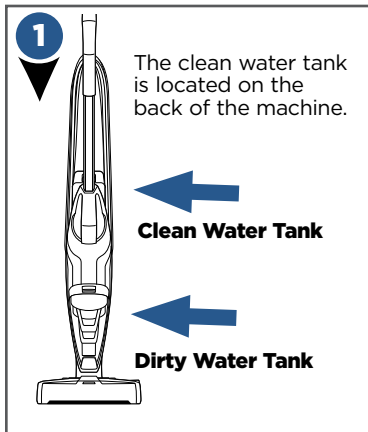
4

The Easy Clean Storage Tray consists of a machine storage tray and a brush roll drying tray. To assemble the Easy Clean Storage Tray, align arrows on the storage tray with the arrows on the brush roll drying tray and slide into place.

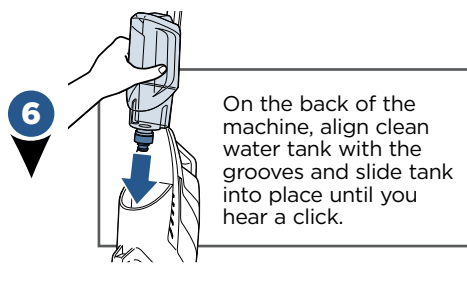
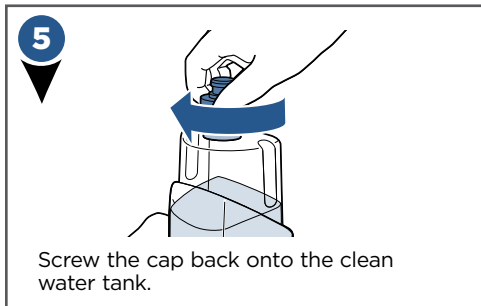
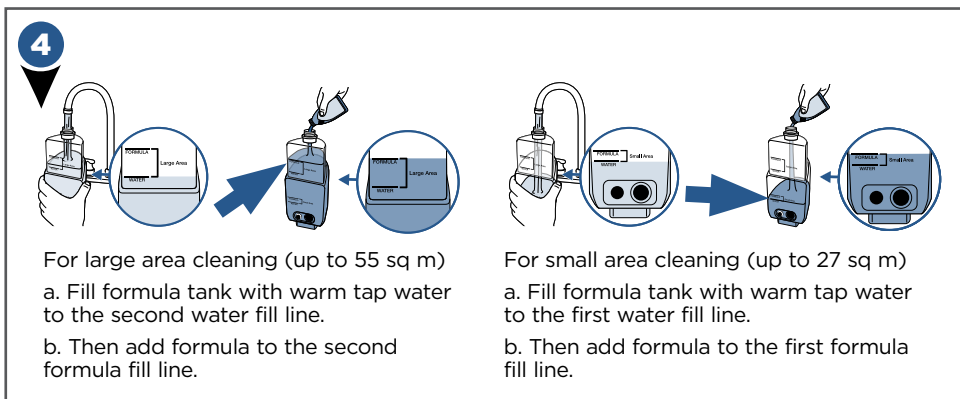


**NOTE:** To easily unwrap the cord for use, just turn the quick release cord wrap downward to remove the cord from the cord wrap.

# Filling Your Clean Water Tank



**NOTE:** Use of additives such as eucalyptus oil may damage your machine and void warranty.



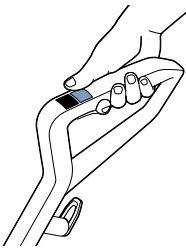
## A few notes about filling the clean water tank:

- 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.**

# Cleaning Your Hard Floors

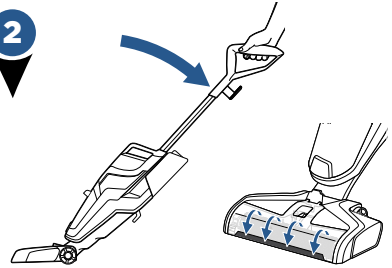
**NOTE:** Before you begin, plug the machine into a properly grounded outlet.

1



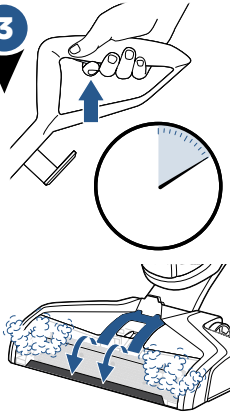
To start cleaning your hard floors, install either the multi-surface brush roll (can be used on both hard floors and area rugs) or the wood floor brush roll. Then, select the **HARD FLOOR** button to turn the machine on in the hard floor setting. Once the setting is selected, the dry vacuum will turn on. To turn OFF, press the **HARD FLOOR** setting 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.

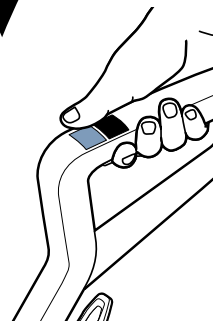
4



To clean, hold the solution spray trigger to apply solution on both forward and backward passes.

**NOTE:** Hold machine over stuck on messes while holding the trigger for best results.

5



For overly challenging and stuck-on messes on your hard floors, activate the **RUG** mode and hold your CrossWave™ over the mess.

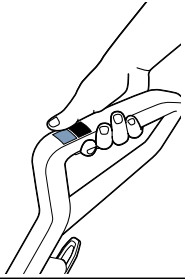
Using short passes while holding the trigger allows the multi-surface brush to go to work.

# Cleaning Area Rugs

**NOTE:** 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 specialised cleaning instructions. Not for use on silk or delicate area rugs.

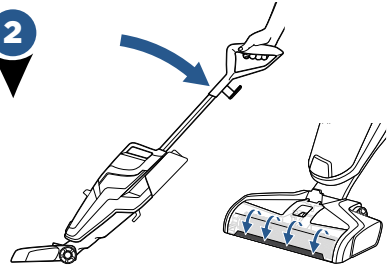
**NOTE:** Before you begin, plug the machine into a properly grounded outlet.

1



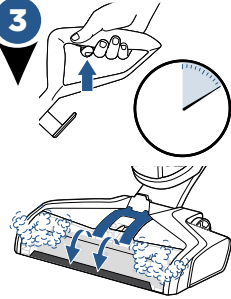
To start cleaning your area rugs, install either the multi-surface brush roll (can be used on both hard floors and area rugs) or the area rug brush roll. Then, select the **RUG** button to turn the machine on in the area rug setting. Once the setting is selected, the dry vacuum will turn on. To turn OFF, press the **RUG** setting 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.

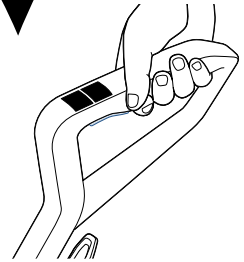
**NOTE:** The **RUG** button dispenses twice the solution of the **HARD FLOOR** button to help with area rug cleaning.

4



To clean, hold the solution spray trigger to apply solution on both forward and backward passes.

5



To dry area rugs faster, run the machine over your area rug without holding the trigger.

## 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.

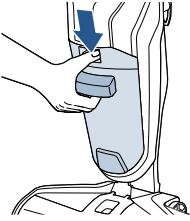


# Maintenance: Empty Dirty Water Tank

## WARNING

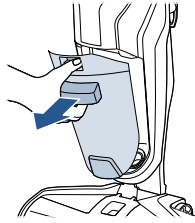
To reduce the risk of fire, electric shock or injury, turn power OFF and disconnect plug from electrical outlet before performing maintenance or troubleshooting.

1



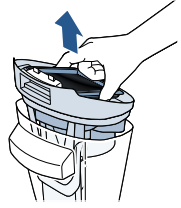
To release dirty water tank, press down on recessed button on the top of the dirty tank.

2



Grab the front handle while pressing down on button and pull dirty water tank away from the unit.

3

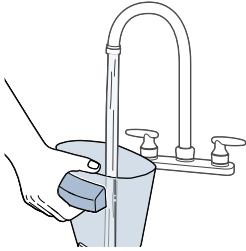


Grasp top of dirty water tank in recessed areas on each side of the filter and pull upward to remove the top of the tank.

### Did You Know?

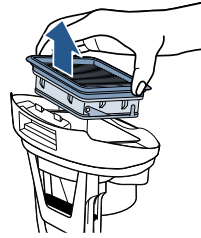
The Float is what prevents your dirty tank from overflowing. When your dirty tank is full, the float will shut off your suction motor creating a high pitched sound indicating it is time to empty your dirty water tank.

4



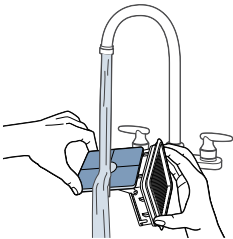
Pour dirty water and debris out. Rinse the inside of the dirty water tank.

5



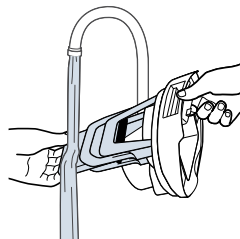
Remove the filter from the dirty water tank top by pulling it up.

6



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

7



Rinse the float located at the bottom of the dirty water tank's top.

# Maintenance: Empty Dirty Water Tank

## **⚠️ WARNING**

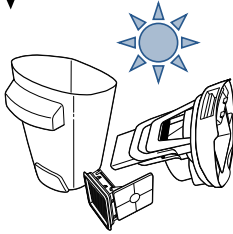
To reduce the risk of fire, electric shock or injury, turn power OFF and disconnect plug from electrical outlet before performing maintenance or troubleshooting.

8



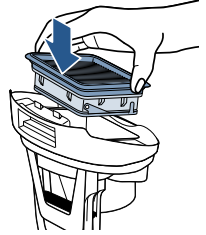
If the inside area where the dirty water tank sits is dirty, wipe it clean with a rag or towel.

9



Leave parts out to dry.

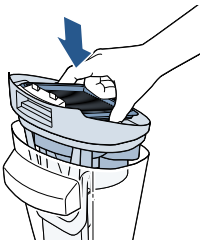
10



Place vacuum filter back into dirty water tank top.

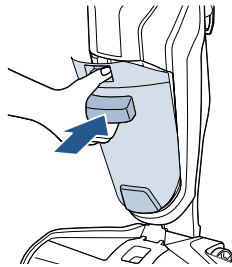
**NOTE:** Make sure to clean your dirty tank and let all components dry out after each use to keep your product at its best.

11



Once parts are dry, reassemble and replace the top of dirty water tank.

12



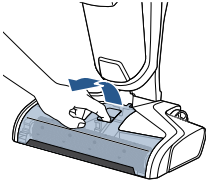
Angle the dirt tank back into body of machine inserting bottom first. Then tilt the top of the dirt tank toward the machine and push into place until you hear a click.

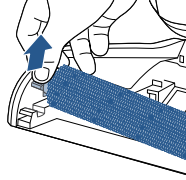
# Maintenance: Cleaning the Brush Roll and Brush Chamber

## 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.

**NOTE:** Before you begin, turn off the machine and unplug it from the outlet.

**1**  Grasp brush roll window at the front and pull upward to remove.

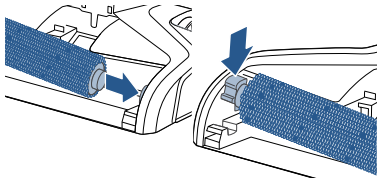
**2**  Pull brush roll out by grabbing the brush roll tab and pulling upward.

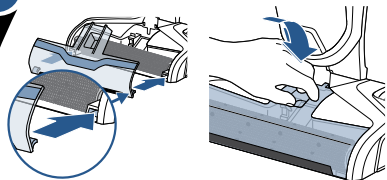
**3**  With warm water, rinse your brush roll window and brush roll.

**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.

**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.

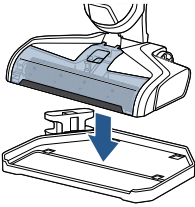
**7**  Replace the brush roll window by first lining up the brush window tabs with the edges of the foot. Then press the window back into place until you hear a click.

# Maintenance: Easy Clean Storage Tray

## **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



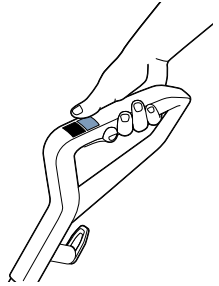
Place unit on self-cleaning storage tray.

2



Pour water to the MAX line of the self-cleaning storage tray.

3



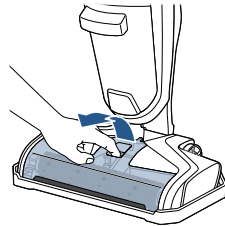
Turn the machine on by pressing the Hard Floor button.

4



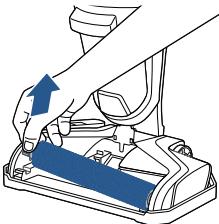
Recline the machine while in storage tray. Allow the machine to run for 10-15 seconds until all water is picked up. Repeat as needed.

5



Grasp brush roll window at the front of the window and pull upward to remove.

6



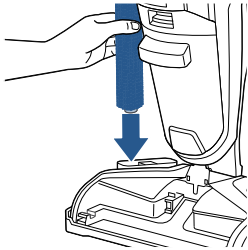
Pull brush roll out by grabbing the brush roll tab and pulling upward.

# Maintenance: Easy Clean Storage Tray

## WARNING

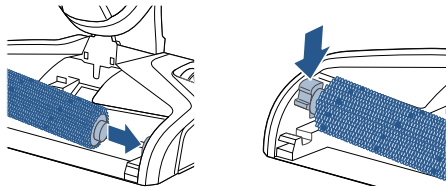
To reduce the risk of fire, electric shock or injury, turn power OFF and disconnect plug from electrical outlet before performing maintenance or troubleshooting.

8



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

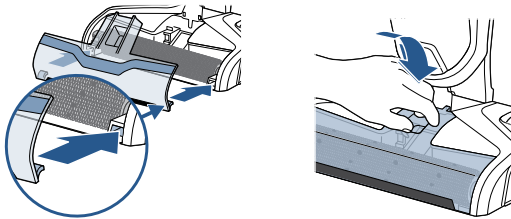
9



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.

**NOTE:** The Brush Roll Drying Tray is removable from the Easy Clean Storage Tray for drying in other areas of your home or outdoors.

10



Replace the brush roll window by first lining up the brush window tabs with the edges of the foot. Then press the window back into place until you hear a click.

# 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
<b>Reduced spray OR no spray</b>	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 to make sure the solution has flowed to the spray tips
	Brush window is not latched in place	Turn power OFF / Unplug machine and re-install brush window
	Not holding trigger to spray solution	Hold 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
<b>Loss of suction power</b>	Tanks may not be seated properly	Turn Power OFF / Remove both tanks and reseal them so they fit properly on the machine
	Dirty tank has picked up maximum amount of dirty water and has reached full line	Empty dirty tank
	Brush window is not latched in place	Turn Power OFF / Unplug machine and re-install brush window
	Debris channel in foot is clogged by debris	Clean the channel with a paper towel or by using the Easy Clean Storage Tray
	Filter clogged by debris	Remove debris clogging the filter screen and clean the filter
<b>Brush roll is not turning</b>	Brush roll is not installed properly	Turn Power OFF / Unplug machine and follow instructions on page 11 for replacing brush roll
	Machine is standing upright	Recline machine to make brush roll turn on
	Obstruction has caused brush roll to stop	Turn Power OFF / Unplug machine and remove brush window and brush roll to remove obstruction
<b>Machine won't turn on</b>	Obstruction has caused brush roll to stop and shut down machine	Unplug machine to reset the system. While the machine is unplugged, remove the brush window and brush roll to remove the obstruction before plugging the machine back in for use.
<b>Machine is leaking</b>	Cap of clean water tank is not closed properly	Remove the clean water tank and re-apply the cap

# Notes

# Consumer Guarantee

This Guarantee only applies outside of the USA and Canada. It is provided by BISSELL International Trading Company BV ("BISSELL").

This Guarantee is provided by BISSELL. It gives you specific rights. It is offered as an additional benefit to your rights under law. You also have other rights under law which may vary from country to country. You can find out about your legal rights and remedies by contacting your local consumer advice service. Nothing in this Guarantee will replace or lessen any of your legal rights or remedies. If you need additional instruction regarding this Guarantee or have questions regarding what it may cover, please contact BISSELL Consumer Care or contact your local distributor. This Guarantee is given to the original purchaser of the product from new and is not transferable. You must be able to evidence the date of purchase in order to claim under this Guarantee.

## Limited Two-Year Guarantee

Subject to the \*EXCEPTIONS AND EXCLUSIONS identified below, BISSELL will for two years from the date of purchase by the original purchaser repair or replace (with new or remanufactured components or products), at BISSELL'S option, free of charge, any defective or malfunctioning part or product.

BISSELL recommends that the original packaging and evidence of the date of purchase be kept for the duration of the Guarantee period in case the need arises within the period to claim on the Guarantee. Keeping the original packaging will assist with any necessary re-packaging and transportation but is not a condition of the Guarantee.

If for your product is replaced by BISSELL under this Guarantee, the new item will benefit from the remainder of the term of this Guarantee (calculated from the date of the original purchase). The period of this Guarantee shall not be extended whether or not your product is repaired or replaced.

### \*EXCEPTIONS AND EXCLUSIONS FROM THE TERMS OF THE GUARANTEE

This Guarantee applies to products used for personal domestic use and not commercial or hire purposes. Consumable components such as filters, belts and mop pads, which must be replaced or serviced by the user from time to time, are not covered by this Guarantee.

This Guarantee does not apply to any defect arising from fair wear and tear. Damage or malfunction caused by the user or any third party whether as a result of accident, negligence, abuse, neglect, or any other use not in accordance with the User Guide is not covered by this Guarantee.

An unauthorised repair (or attempted repair) will void this Guarantee whether or not damage has been caused by that repair/attempt. Removing or tampering with the Product Rating Label on the product or rendering it illegible will void this Guarantee.

SAVE AS SET OUT BELOW BISSELL AND ITS DISTRIBUTORS ARE NOT LIABLE FOR ANY LOSS OR DAMAGE THAT IS NOT FORESEEABLE OR FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY NATURE ASSOCIATED WITH THE USE OF THIS PRODUCT INCLUDING WITHOUT LIMITATION LOSS OF PROFIT, LOSS OF BUSINESS, BUSINESS INTERRUPTION, LOSS OF OPPORTUNITY, DISTRESS, INCONVENIENCE OR DISAPPOINTMENT. SAVE AS SET OUT BELOW BISSELL'S LIABILITY WILL NOT EXCEED THE PURCHASE PRICE OF THE PRODUCT.

BISSELL DOES NOT EXCLUDE OR LIMIT IN ANY WAY ITS LIABILITY FOR (A) DEATH OR PERSONAL INJURY CAUSED BY OUR NEGLIGENCE OR THE NEGLIGENCE OF OUR EMPLOYEES, AGENTS OR SUBCONTRACTORS; (B) FRAUD OR FRAUDULENT MISREPRESENTATION; (C) OR FOR ANY OTHER MATTER WHICH CANNOT BE EXCLUDED OR LIMITED UNDER LAW.

### 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 ABOVE). CONTACT BISSELL PRIOR TO RETURNING ANY GOODS. WHERE AGREED, BISSELL WILL REIMBURSE REASONABLE POSTAGE / HANDLING COSTS (IF ANY) FOR RETURNING GOODS TO BISSELL.

## Consumer Care

**If your BISSELL product should require service or to claim under our Limited Two-Year Guarantee, please contact us as follows:**

### Website:

[www.BISSELL.com](http://www.BISSELL.com)

### Write:

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

### Telephone:

Australia: 1300-247-735  
New Zealand: 0800-247-735

**Replacement parts and accessories are available for purchase. To purchase visit [www.BISSELL.com](http://www.BISSELL.com)**

## Visit the BISSELL website: [www.BISSELL.com](http://www.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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