

# MULTIREACH™

## Cordless Stick Vacuum

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USER GUIDE  
2168 SERIES



# IMPORTANT SAFETY INSTRUCTIONS



**IMPORTANT: READ ALL INSTRUCTIONS BEFORE USE.  
RETAIN INSTRUCTIONS FOR FUTURE REFERENCE.**



Do not use in rain or leave outdoors while raining.



**WARNING:** Basic safety precautions should always be observed when using an electrical appliance, including the following to reduce the risk of fire, electrical shock or injury:

## **Personal Safety:**

- Store indoors in a dry place out of the reach of children.
- Always use responsibly. 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.
- Don't let children play with the appliance; supervise children using or maintaining the appliance.
- Use only manufacturer's recommended attachments as described in this manual; misuse or use of any accessory or attachment other than those recommended, may present a risk of personal injury.
- Take extra care when cleaning stairs.
- Keep the appliance and accessories away from hot surfaces.
- Do not block the appliances openings or hinder air flow; keep openings free of any objects including dust, lint, clothing, fingers (and all parts of the body).
- Particularly keep hair, hands and feet away from the Brush Roll and other moving parts.
- Do not store appliance leaning up against the wall.

## **Electrical Safety:**

- Only use batteries and chargers supplied by BISSELL®.
- Never modify the charger in any way.
- The charger has been designed for a specific voltage. Always check that the main's voltage is the same as that stated on the rating plate.
- A charger that is suitable for one type of battery pack may create a risk of fire when used with another battery pack; never use the charger with another appliance or attempt to charge this product with another charger.
- Before use, check the charger cable for signs of damage or aging. A damaged or entangled charger cable increases the risk of fire and electric shock.
- Do not abuse the charger cable.
- Never carry the charger by the cable.
- Do not pull the cable to disconnect from a socket; grasp the plug and pull to disconnect.
- Don't wrap the cable around the charger when storing.
- Keep the charger cable away from hot surfaces and sharp edges.
- The supply cable cannot be replaced. If the cable is damaged the charger should be discarded and replaced.
- Do not handle the charger or the appliance with wet hands.
- Do not store or charge the appliance outdoors.

- The charger must be removed from the socket before removing the battery, cleaning or maintaining the appliance.
- Ensure the appliance is OFF before connecting or disconnecting the motorised Brush Roll.

### Battery Safety:

- This appliance includes Li-Ion batteries; **do not incinerate batteries or expose to high temperatures**, as they may explode.
- Liquid ejected from the battery may cause irritation or burns.
- In an emergency situation contact professional help immediately!
- Leaks from the battery cells can occur under extreme conditions. Do not touch any liquid that leaks from the battery. If the liquid gets on the skin wash immediately with soap and water. If the liquid gets into the eyes, flush them immediately with clean water for a minimum of 10 minutes and seek medical attention. Wear gloves to handle the battery and dispose of immediately in accordance with local regulations.
- Shorting the battery terminals may cause burns or fire.
- When the battery pack is not in use, keep it away from paper clips, coins, keys, nails, screws, or other small metal objects that could make a connection from one terminal to another.
- When you dispose of the appliance remove the battery and dispose of the battery safely in accordance with local regulations.

### Service:

- Before using the appliance and after any impact, check for signs of wear or damage and repair as necessary.
- Do not use the appliance if any part is damaged or defective.

- Repairs should be carried out by a service agent or a suitably qualified person in accordance with relevant safety regulations. Repairs by unqualified persons could be dangerous.
- Never modify the appliance in any way as this may increase the risk of personal injury.
- Only use replacement parts or accessories provided or recommended by BISSELL®.

### Intended Use:

- This appliance has been designed for domestic dry vacuum cleaning only.
- Do not pick up liquids or use on wet surfaces.
- Do not pick up anything that is flammable, burning or smoking.
- Use only as described in this manual.
- Don't use on concrete, tarmac or other rough surfaces.
- The Brush Roll may damage certain floor surfaces. Before vacuuming flooring, rugs or carpets, check the flooring manufacturer's recommended cleaning instructions. If damage occurs, stop use immediately.
- May damage delicate fabrics or upholstery. Care should be taken on loose-weave fabrics or where there are loose threads. If in doubt please test on an inconspicuous area first. If damage occurs, stop use immediately.

### WARNING:

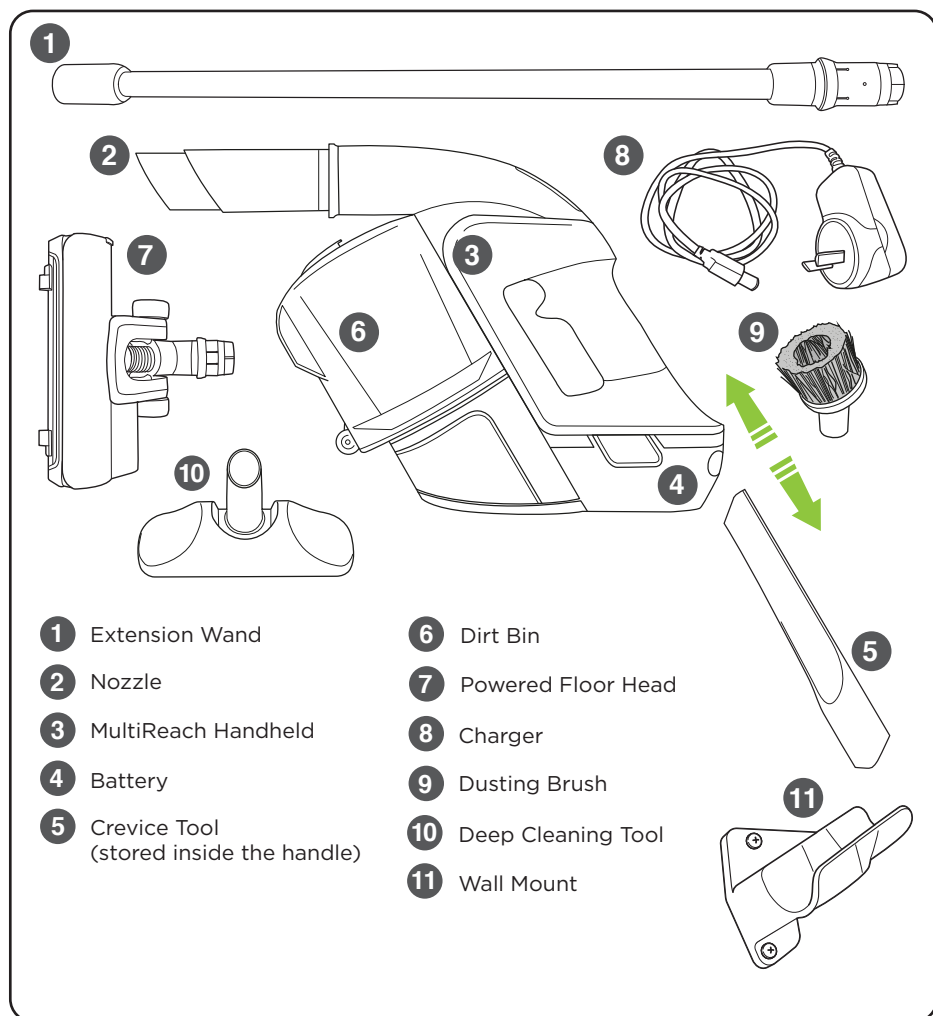
- **Do not use water, solvents or polishes to clean the outside of the appliance; wipe clean with a dry cloth.**
- **Never immerse the unit in water and do not clean in a dishwasher.**
- **Never use the appliance without the filter fitted.**

## Thanks for buying a BISSELL® vacuum!

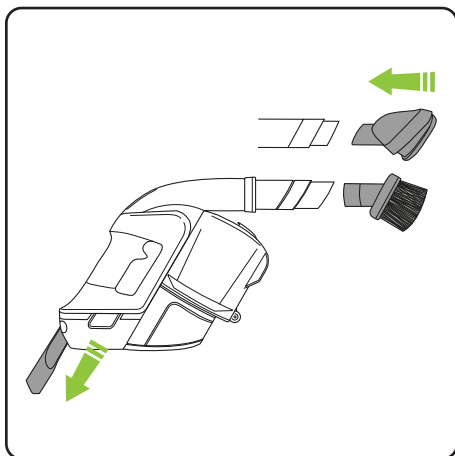
We love to clean and we're excited to share one of our innovative products with you. We want to make sure your MultiReach™ works as well as it does today for years to come, so this guide has tips on using, maintaining, and if there is a problem, troubleshooting.

In just a few simple assembly steps, you'll be ready to vacuum. Let's get started!

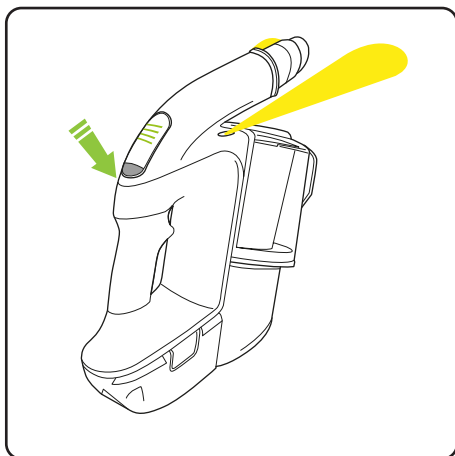
### What's in the Box



## Using Your MultiReach™

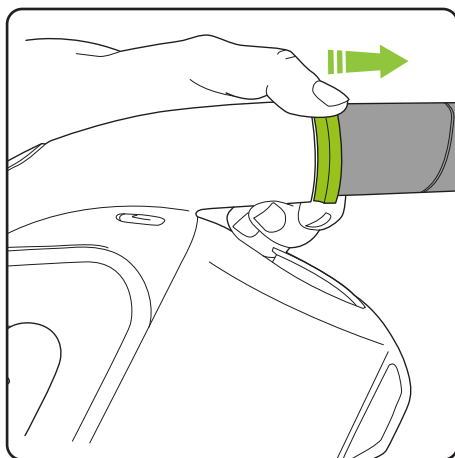


You can use the MultiReach straight out of the box. The Dusting Brush can be slotted onto the Nozzle. The Crevice Tool is stored inside the handle.

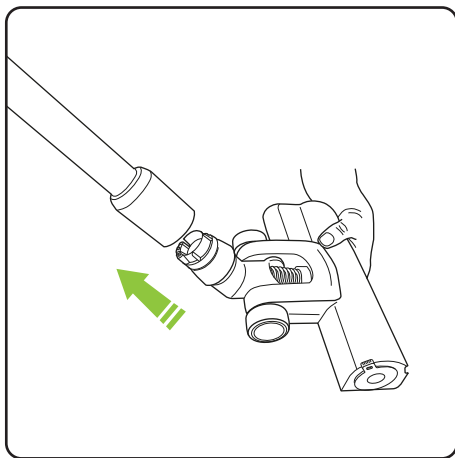


Push the button to switch the MultiReach ON. Push again to switch OFF.

## Assembling the Powered Floor Head



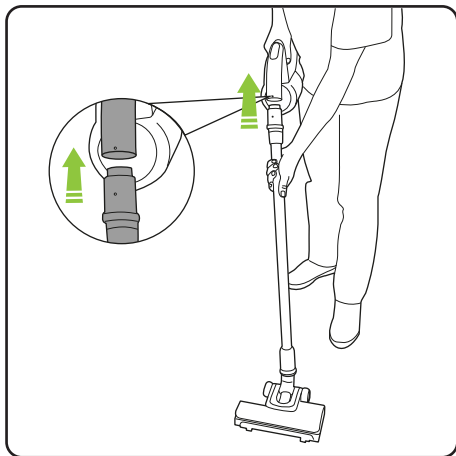
To attach the Powered Floor Head, remove the Nozzle by pulling gently on the green locking ring until the Nozzle comes free from the body. The power must be OFF while changing tools.



Take the Powered Floor Head and attach it to the Extension Wand. It will click into place.

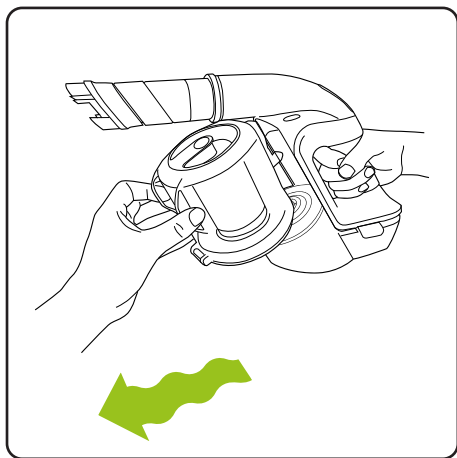
**Continue steps on next page**

## Assembling the Powered Floor Head (Cont.)

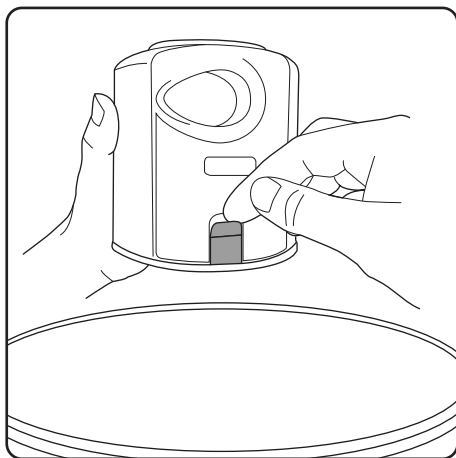


Attach the Extension Wand to the MultiReach™ by aligning white dots and clicking into place.

## Emptying the Dirt Bin



To remove the Dirt Bin, firmly grasp the Dirt Bin and pull out.

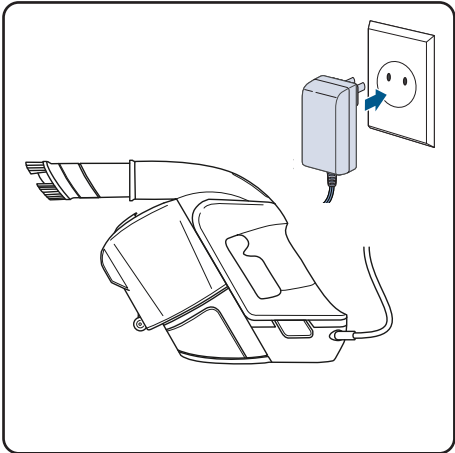


Locate the release latch and pull to open the Dirt Bin and empty. You may also remove the filter from the Dirt Bin. Gently tap the filter to help remove excess dust and debris. Ensure all debris is removed from the seal and latch before closing the lid.

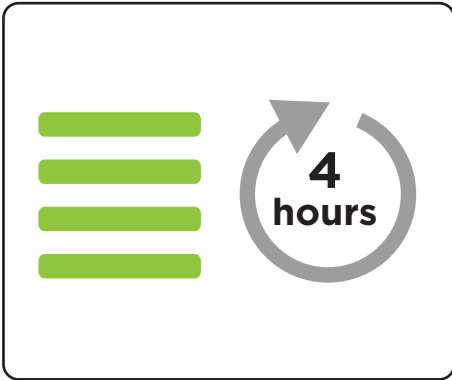
# Charging the Battery



Recharge the Battery when a single green light flashes. 1-4 slow blinking green lights indicates it is charging.



Plug the Charger in and connect it to the Battery.



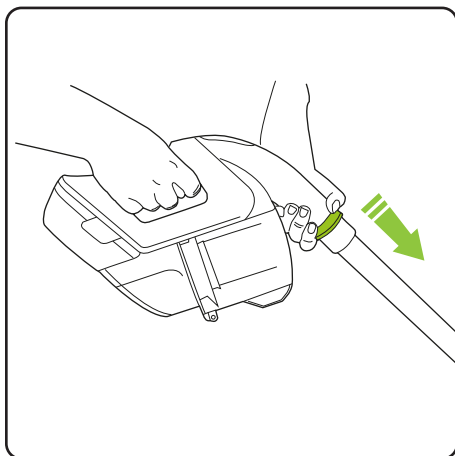
After 4 hours the LEDs turn green and charging is complete.



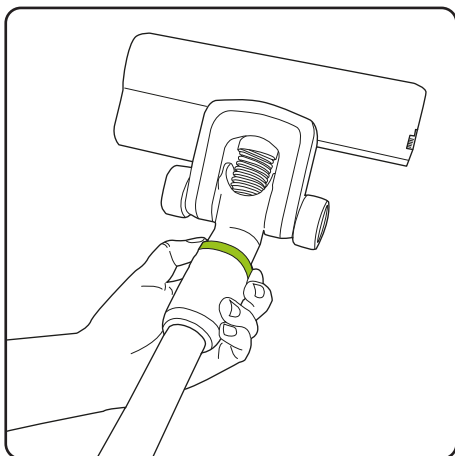
It is OK to charge for 1 hour for a burst of cleaning.

Battery Light Status	
Charging	1-4 slow blinking green lights indicate the battery is charging.
Running	While running, 1-4 green lights indicate you have 25% (1 light) to 100% (4 lights) battery left.
Jammed Brush Roll	4 solid red lights mean the Brush Roll has jammed. Remove the Battery, remove the Brush Roll, clean it and replace. Once the Battery is replaced it may take 10 sec. to turn from red to green.

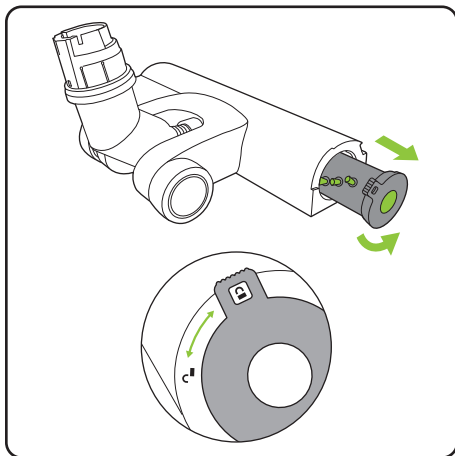
## Removing and Cleaning the Brush Roll



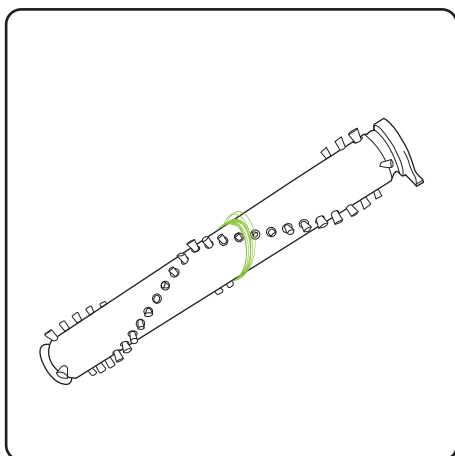
Remove the Extension Wand from the hand vacuum by pulling gently on the green locking ring.



Before you remove the Brush Roll, you will need to remove the motorized floor nozzle from the Extension Wand. To do this, gently pull on the green locking ring.



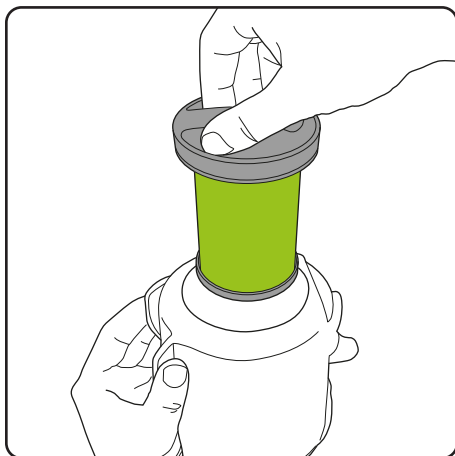
Rotate the latch on the side of the motorized floor nozzle and pull out the Brush Roll.



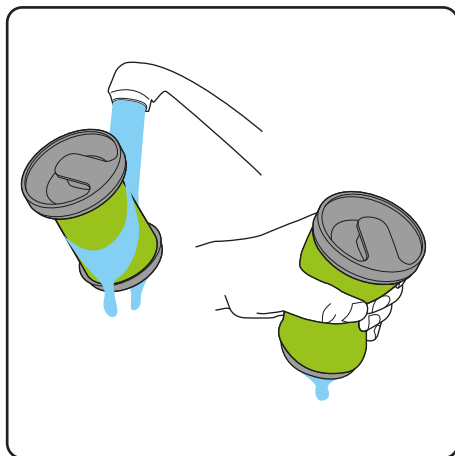
Clean the Brush Roll as needed.  
**Never operate the motorized floor nozzle without the Brush Roll installed.**



## Cleaning the Filter

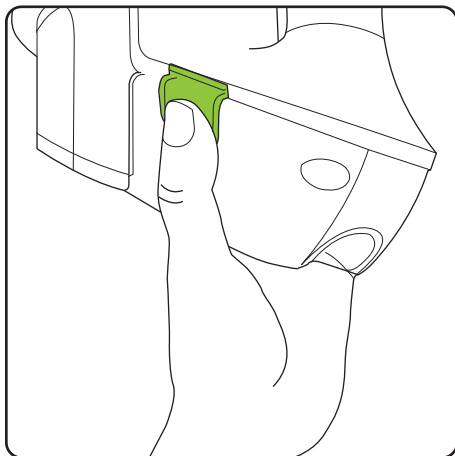


Remove the filter by pulling it from the top of the Dirt Bin. Tap the dirt from the filter and tip any dirt from the filter housing. Wash the filter if necessary.



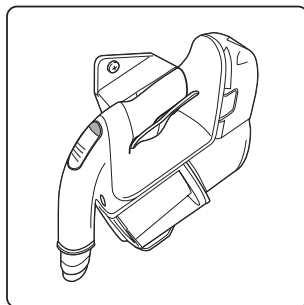
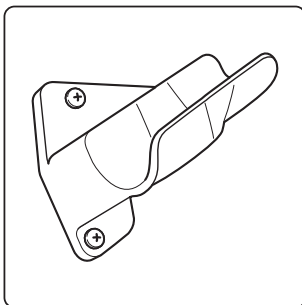
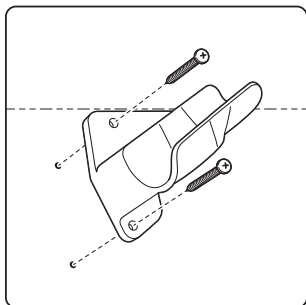
You may gently wash the filter under warm water. Do not use detergents or soaps. The filter must be completely dry before using it. **Never put the bin back without the filter inside. You could damage the motor.**

## Removing the Battery



Press the green buttons and pull to remove the Battery. The Battery can be charged on or off the main unit.

## Storing the Machine



Use the wall mount to conveniently store your MultiReach™.

**NOTE:** A Phillips-head screwdriver is needed to install the wall mount. If installing onto drywall, use plastic anchors before you screw into place.

1. Place the wall mount against the wall in the area where you would like to store your MultiReach. The top line of the wall mount should be level.

2. Place one screw into the top hole. Use a screwdriver to affix to the wall. Repeat with the second screw in the bottom hole.


**NOTE:** Check that the wall mount is securely fixed to the wall before storing.

3. Place the handle of the hand vacuum into the wall mount. If properly assembled, the handle grip will fit into the wall mount.

# Product Care

Your BISSELL® MultiReach™ doesn't need much maintenance: keep the filter clean, check for blockages, remove hair from the Brush Roll and charge the Battery. Wipe it with a dry cloth if it gets dirty, including the area under the bin. Never wash it with liquid, run it under a tap or use it without the filter.

## Troubleshooting

**WARNING**

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

Problem	Possible causes	Remedies
<b>MultiReach won't turn ON</b>	Battery isn't fully charged	Charge Battery following instructions on page 7
	Wrong Charger being used	Be sure to use only the Charger supplied with your product
<b>MultiReach is not cleaning well</b>	Dirt Bin is full	Empty Dirt Bin
	Dirt Bin is not installed properly	Position bin correctly and snap firmly into place
	Filters need cleaning	Follow filter cleaning instructions on page 9
	Filters need replacing	Visit BISSELL.com to order replacement filters
	Clog or obstruction in MultiReach handheld	Remove the Battery and Dirt Bin from the body and look through both ends of the nozzle and tube to Dirt Bin to remove any blockages
	Clog or obstruction in Powered Floor Head	Remove the Brush Roll to clean and remove any blockages, see page 8
	Clog or obstruction in Extension Wand or Crevice Tool	Look through both ends of the wand to remove any blockages
<b>Battery Status Lights are indicating a problem</b>	1 red flashing battery light	Battery may have developed a fault and may need to be replaced
	4 depleting red flashing lights	Battery may have developed a fault and may need to be replaced
	No lights illuminate after fully charging	Battery may have developed a fault and may need to be replaced
	4 solid red lights	The Brush Roll has jammed, see instructions on page 8

## 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 Care on the details set out below.

### BISSELL® Two Year Guarantee

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 from the date of purchase by the original purchaser, for two years 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.

### \*Conditions of 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 above). 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.

### Consumer Care

#### Australia

Telephone: 1300 247 735

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

#### New Zealand

Telephone: 0800 247 735

Website: [www.BISSELL.co.nz](http://www.BISSELL.co.nz)

## We're Waggin' Our Tails!

BISSELL® proudly supports BISSELL Pet Foundation® and its mission to help save homeless pets. When you buy a BISSELL product, you help save pets, too. We're proud to design products that help make pet messes, odors and pet homelessness disappear.

Visit **[BISSELLsavespets.com](http://BISSELLsavespets.com)** to learn more.



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