

PowerForce Helix

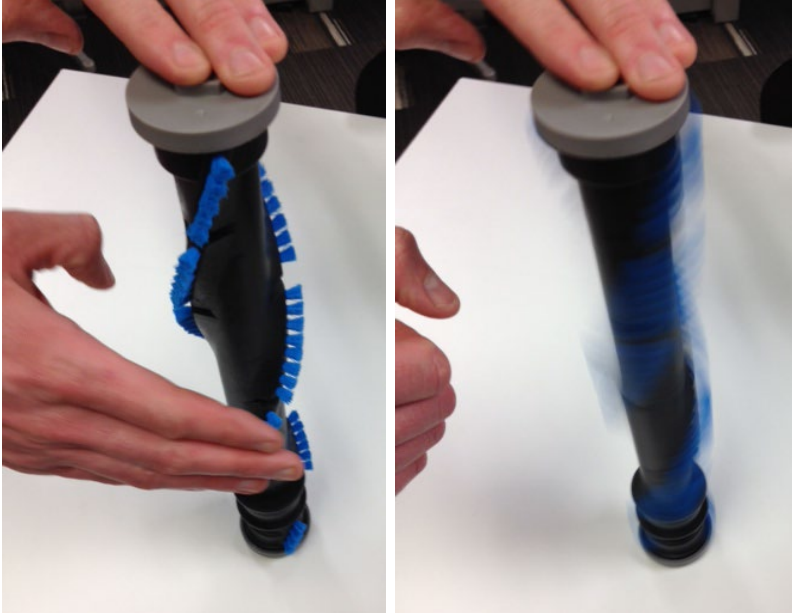
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Brush Not Turning

1. **Unplug the unit**, turn it over and remove the access plate by removing the 5 or 6 screws (33cm brush has 5 screws, 38cm brush has 6 screws)
2. **Remove the brush and belt.**
3. **Check the brush and belt for damage.**
 - Remove the brush and belt if it is intact.
 - Check the inside of the belt for any damage in the form of melting, tearing, or wear. Shown below:



4. **Stand the brush on end on a flat surface. Hold the top with one finger, and spin the brush with the other hand.**



5. **The brush should spin freely several revolutions with the flick of the wrist.**
 - If it does not spin
 - or, If it only spins one rotation

BISSELL Consumer Care: please refer to the product changeover guide.

External Support: Contact BISSELL.

A brush that doesn't spin freely can continue to break belts

6. **Now check for any damage to the ends of the brush. Inspect each grey endcap for wear, melting, or debris. (Damaged Examples)**



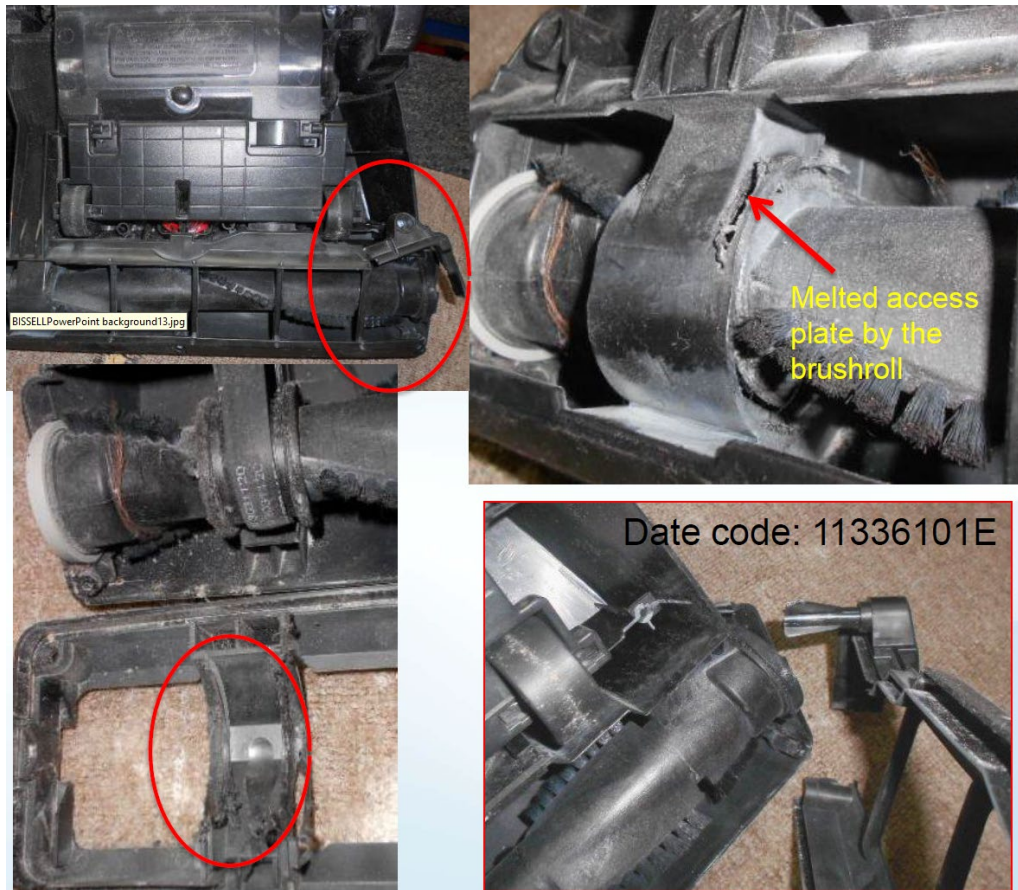
Remove any debris and replace brush if damaged or worn.

7. Check to see what the access plate looks like?

- **Is there any damage to the access plate that we removed?** If so,

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External Support: Contact BISSELL.



8. Check to see what the housing of the unit looks like?

- **Is there any damage or melted areas where the brush ends fit into the bottom?**

If there is damage to the housing of the unit,

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If brush and belt are intact and not damaged and housing looks ok,

- **Place the belt back on the brush.**
- **Then hook the other end onto the motor pulley and slide the brush into place holding both ends. Note, one end is round and can be placed in the housing first, and the other end is squared and it may be easier to place last.**
- **Once in place, rotate the brush by hand several turns to center the belt.**
- **Lastly, replace the access plate making sure it is evenly in place and screw back in all screws.**

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External Support: Contact BISSELL.