

PowerForce Helix

2111F

No Suction or Low Suction

[Filters & Dirt Tank](#)
[Hose](#)
[Lower Hose](#)

- Are the filters and dirt tank clean?

If:	Then:
Yes	<ul style="list-style-type: none">• Make sure the filters are clean and dry.   <p>Make sure the dirt tank is empty by pressing the dirt tank release button over a trash can.</p>



If the brush is not turning refer to “Brush not turning” Troubleshooting.

No Continue troubleshooting

[Back to top](#)

➤ Is there suction at the end of the hose?

If:	Then:
<p>To Check</p>	<p>Remove the hose where it attaches to the lower hose on the lower back of the vacuum. Turn the unit on and feel for suction.</p> 
<p>No</p>	<p>Remove the hose where it attaches to the back of the vacuum by twisting ¼ turn to the left.</p>



Check the entire length of the hose for any holes, cracks, or damage and replace if needed.



Next, run a broomstick through it to remove any clogs or obstructions.



Yes	Continue troubleshooting
-----	--------------------------

[Back to top](#)

- Is the lower hose clogged?

If:	Then:
To check:	Unplug the vacuum and remove the screw on the lower back of the machine holding the lower hose in place.



Pull the lower hose flat to the ground



Yes - Clogged

Insert a broomstick to push any clogs thru.



No	<p>If other steps have not resolved the issue,</p> <div data-bbox="483 940 1333 1129" style="border: 1px solid black; padding: 5px;"><p>BISSELL Consumer Care: please refer to the product changeover guide.</p><p>External Support: Contact BISSELL.</p></div>
----	---

[Back to top](#)