

PowerFresh Deluxe

1979F

Mop pad keeps coming off

- Make sure the pad is installed correctly. The pad must go around the lip of the foot and the scrub brush must be up.
- Determine which pad is being used. The grey striped (scrubby) pad creates more friction and can be harder to push. If the consumer's floor has any type of residual cleaners or wax from before, this partnered with the scrubby pad could cause it to pull off. Recommend trying to use the plain white pad, and if they tell you there was wax or other polishes on the floor recommend having those products removed following the wax product's instructions for removal.
- Make sure the consumer has not dried the pad in the dryer. Doing so may shrink the pad and make it very hard to put on the mop head or if they get it on, it will slip off.
- Has the consumer owned the pad for a long time? If so, the elastic on the pad may be too stretched out.

External Support: Contact BISSELL