

# SpotClean

5207 9749 7786

## Low/No Suction

- 1) Make sure only BISSELL 2X Portable Machine formula is being used.
- 2) Make sure the dirty water tank is not full. If so, empty the dirty water and try to suction again.
- 3) Make sure the collection tank plug is firmly in place in the tank, if it is loose or off, it will not allow suction. (See pictures below)



Correct Tank Plug



Incorrect Tank Plug

- 4) Lift the hose above the unit, turn the machine on, and allow any excess water in the hose to flow into the dirty water tank.
- 5) Check to see if there is suction at the motor-duct under the collection tank. (See picture below)



If **NO** suction at motor-duct...please take the machine to a BISSELL Authorized Service Center to have a Quality Technician inspect the unit.

If **YES**, there is suction at motor-duct...

**Check to see if the black “duck bill” gasket is sealed, missing, or installed wrong in the collection tank; ensure the gasket will open by squeezing open the flat-end, and then reinstall it. The tall side of the gasket should be inserted into the right-hand, curved outer-side of the collection tank. (See pictures below)**



**Check for suction at the end of the hose with the attachment off by suctioning water out of the sink or a cup.**

If **NO** suction at end of the hose...

- Check the hose for clogs by lifting the hose above the unit to allow the water to go into the collection tank. If it does not, please take the machine to a BISSELL Authorized Service Center to have a quality technician inspect the unit.

If **YES**, there is suction at end of hose...

- Check the upholstery tool for cracks. Replace if necessary.
- Clean the spray tip of tool with brush, and/or paperclip.

6) Make sure the Thermal Protector did not activate. The SpotClean has been designed to protect it from overheating. When the Thermal Protector activates, the suction motor will stop operating. If this happens, turn the machine off and unplug it. Check the hose and attachment for any blockages and remove if necessary. Check the float stack for clogs. Wait thirty (30) minutes and the thermal protector will automatically reset itself and cleaning may continue.

If these steps do not get your machine to function, please take the unit to a BISSELL Authorized Service Center to have a Quality Technician inspect the unit.