

## Big Green Deep Cleaning Machine® is not spraying

1. First, see if both tanks are in place correctly (pictured below). Take both the clean and dirty water tanks off and replace them, making sure each tank sits snugly.



**CORRECT**



**INCORRECT**



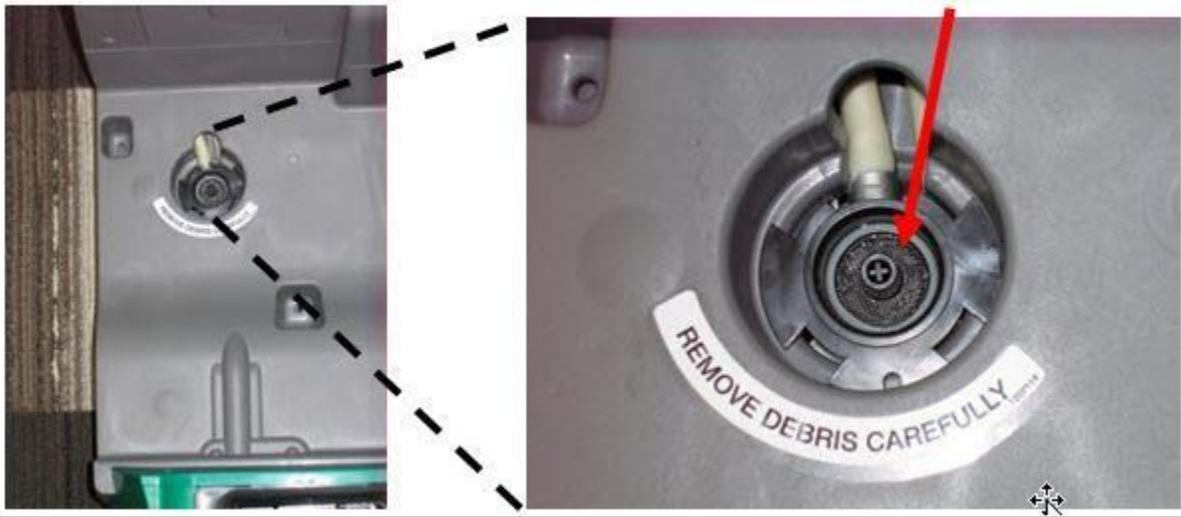
2. Check the trigger for tension. Also, make sure the bottom tank is filled with water and solution (2 capfuls of 2X Professional solution and hot water). If there's no tension in the trigger, take your machine to your nearest BISSELL® Authorized Service center.



Check to see if trigger has tension and springs back.

Make sure the bottom tank is full.

3. Make sure the debris filter below the bottom tank (pictured below) is not clogged with debris.



4. Look to see if gasket is lodged in the base of the cleaner or has been lost. Reattach the gasket on the cap by pushing the rounded portion of the gasket over the lip on the cap & insert assembly. If missing order new gasket



Rounded portion of gasket goes on first



5. Check the x-shaped valve in the cap on the bottom of the clean tank (pictured above) to see if water comes if no water comes out replace cap
6. Check for debris on the spray tip. To access the spray tip, first remove both tanks and set them aside (the tanks may drip, careful!). Then, lay the machine on its side and pull out the brush roll using the tab in between the wheels and the brush. The spray tip is under this, as seen below.



Clean red spray tip with soft brush (an old toothbrush works well).

7. The Big Green® may have lost prime. To prime, turn it off and wait one minute before turning it back on and checking the spray.

8. If there's still no spray, please take your deep cleaner to a technician. You can find your nearest BISSELL® Authorized Service Center

Start here if you can spray at the floor, but not at the hose:

1. To start, attach the upholstery hose. It may be difficult to attach. To attach, insert hose with the solution hose at about 1 o'clock, and turn to about 2 o'clock (as shown below).



2. The hose won't suction if it's inserted incorrectly. Use the pictures below to make sure the hose is seated properly.



**Correct**  
**Incorrect**



**Correct**  
**Incorrect**



3. The Big Green® may have lost prime. To prime, turn it off and wait one minute before turning it back on and checking the spray.
4. Try soaking the end of the small solution hose (attached to the larger hose) in hot tap water or run it under hot tap water. Reattach the hose and attempt to spray.
5. If there's still no spray, please take your deep cleaner to a technician. You can find your nearest BISSELL® Authorized Service Center.