

## Big Green Deep Cleaning Machine® is no suction

1. First, see if both tanks are in place correctly. Take both the clean and dirty water tanks off and replace them, making sure each tank sits snugly.
2. The float and baffle will turn the motor off when the dirty tank is full. A closed baffle will restrict suction. However, a broken baffle will not stop suction when dirty water tank is nearing full and can overflow the tank.
3. Now, check if there's suction at the hose opening. Open the attachment hose door on the top of the dirty water tank and hold a hand over it feeling for suction. If there *is* suction, go on to step 3. If there's *no* suction at the hose opening, take the dirty water tank off and empty it. Set the clear plastic top of the dirty tank (the part with a handle) aside. Look into the front of the tank where the rubber gasket goes around an opening. This opening should be clear; any debris can be cleared with a screwdriver.
4. If there is suction at the hose opening, unplug the cleaner and take both tanks off the cleaner. Look in the nozzle opening in the front of the base (it connects to the dirty tank) and see if there are any blockages. Tilting the machine back a bit may help you see better. Clear any obstructions with a screwdriver, but please note: be careful not to scrape the sides as there is a thin plastic hose inside the nozzle opening.
5. Check if there's suction at the motor duct. Take the dirty water tank off and turn the unit on. Place a hand over the red lint screen, which covers the motor duct (remove any debris here). If there is suction here, go on to step 5. If there's no suction here, please take your deep cleaner to a technician. You can find your nearest BISSELL® Authorized Service Center

If there is suction at the motor duct, inspect the baffle in the dirty water tank. Take the top off of the dirty water tank and inspect the float & baffle. They should look like the pictures below. If the float and baffle fall side to side freely, you'll need to replace the top of the dirty tank. You can do so by clicking here: <http://www.bissell.com/dirty-tank-lid-assembly-w-handle2037449?productid=86T3>  
If the baffle doesn't move freely, is stuck closed, or appears broken, you'll need a new baffle. You can order one here: <http://www.bissell.com/float2037451?productid=86T3>



Correct

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Float & baffle off

6. If you still don't have suction, please take your deep cleaner to a technician. You can find your nearest BISSELL® Authorized Service Center

Start here if you have suction at the floor but can't suction through the hose:

1. First, examine the gaskets around the end of the hose. If the gaskets are missing or torn, you'll need to order a new hose.
2. Now, examine the hose for cracks. If you find any, click the link above to order a replacement.
3. If there aren't any problems with the gasket or the hose, please take your deep cleaner to a technician. You can find your nearest BISSELL® Authorized Service Center