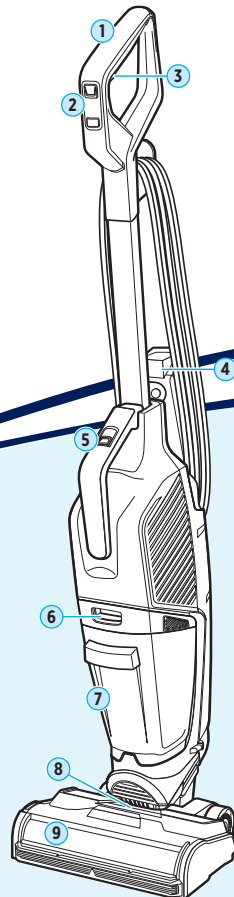


# Bissell®



## CROSSWAVE® HYDROSTEAM™ ALL-IN-ONE MULTI-SURFACE CLEANER MODELS 3517F, 3527H (PROFESSIONAL)

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### Product Overview

1. Upper Handle
2. Fingertip Controls
3. Solution and Steam Spray Trigger
4. Clean Water Tank
5. Clean Out Cycle Button
6. Dirty Water Tank Removal Button
7. Dirty Water Tank with Filter and Strainer
8. Control Panel
9. Brush Roll Window

SYMBOL	EXPLANATION
	Caution.
	Read operator's manual.
	Risk of fire.
	Risk of electric shock.
	For indoor use only.
	Use only BISSELL® cleaning formulas intended for use with this machine.
	Disconnect power before servicing.
	Motorized cleaning head for water suction cleaning.
	Protection against moving parts.

SYMBOL	EXPLANATION
	Risk of automatic start-up.
	WARNING: Danger of scalding. Steam.
	Caution, hot surface.
	If the pins of the plug parts are damaged, the plug-in power supply shall be scrapped.
	Use warm water, temperature up to 60°C.
	Allow parts to dry.
	Check the manufacturer's tag before cleaning textile. "W" on the tag as shown means you can use your cleaner.

SYMBOL	EXPLANATION
	Lock.
	Recycle Li-Ion battery.
	Power ON/Stand-by Switch.
	Suitable for use by children at least 8 years old.
	This symbol on the product and/or accompanying documents means that used electrical and electronic products should not be mixed with general household waste. For proper treatment, recovery and recycling, please take this product to designated collection points. Please contact your local authority for further details of your nearest designated collection point.

## IMPORTANT SAFETY INSTRUCTIONS



### READ ALL INSTRUCTIONS BEFORE USING YOUR APPLIANCE.

When using an electrical appliance, basic precautions should be observed, including the following:



### WARNING

#### TO REDUCE THE RISK OF FIRE, ELECTRIC SHOCK OR INJURY:

- This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Cleaning and user maintenance shall not be made by children without supervision.
- Do not turn your appliance ON until you are familiar with all instructions and operating procedures.
- If the supply cable is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified person in order to avoid a hazard. Do not use with damaged cord or plug.
- A hazard may occur if the appliance runs over the supply cord.
- The appliance has to be unplugged after use and before carrying out user maintenance on the appliance.
- If appliance is not working as it should, has been dropped, damaged, left outdoors, or dropped into water; do not attempt to operate it and have it repaired at an authorized service center.
- Children should be supervised to ensure that they do not play with the appliance.
- Keep the appliance out of reach of children when it is energized or cooling down.
- Floor slippery when wet.
- Liquid must not be directed toward equipment containing electrical components.
- Use only the type and amount of liquids specified under the operations section of this guide.
- Always connect to a properly earthed electrical socket. Do not modify earthed plug.
- Do not leave appliance when it is plugged in. Unplug from outlet when not in use and before servicing.
- Use indoors only.
- Do not immerse. Use only on surfaces moistened by cleaning process.
- Always install float before any wet pick-up operation.
- Do not use for any purpose other than described in this user guide. Use only manufacturer's recommended attachments.
- Do not pull or carry by cable, use cable as a handle, close door on cable, or pull cable around sharp edges or corners. Keep cord away from heated surfaces.
- Do not unplug by pulling on cable. To unplug, grasp the plug, not the cable.
- Do not handle plug or appliance with wet hands.
- Keep hair, loose clothing, fingers, and all parts of body away from openings and moving parts of the appliance and its accessories.
- Turn OFF all controls before plugging or unplugging appliance.
- Use extra care when cleaning on stairs.
- Do not use to pick up flammable or combustible materials (lighter fluid, gasoline, kerosene, etc.) or use in areas where they may be present.
- Do not pick up anything that is burning or smoking, such as cigarettes, matches, or hot ashes.
- Keep appliance on a level surface.
- Steam must not be directed toward people, animals, or equipment containing electrical components.
- Do not use appliance in an enclosed space filled with vapors given off by oil-based paint, paint thinner, some moth-proofing substances, flammable dust, or other explosive or toxic vapors.
- Do not turn over the steam-cleaning nozzle, or touch the surface of the nozzle when using the steam-cleaner.
- Do not touch the steam-cleaning nozzle or adjacent surfaces when steam-cleaning or when the nozzle is heated.
- Do not leave steam cleaner unattended.
- Do not use to pick up toxic material (chlorine bleach, ammonia, drain cleaner, etc.)
- Do not pick up hard or sharp objects such as glass, nails, screws, coins, etc.
- Plastic film can be dangerous. To avoid danger of suffocation, keep away from children.
- Do not open the filling aperture during use.
- The appliance is not to be used if it has been dropped, if there are visible signs of damage or if it is leaking.

- Do not use without filters in place.
- The foot surfaces are liable to get hot during use.
- Always turn OFF vacuum mode if you encounter liquid on the floor.
- Do not use with any opening blocked; keep free of dust, lint, hair, and anything that may reduce air flow.

- The plug must be removed from the socket-outlet before cleaning or maintaining the appliance, and if your appliance has an accessory tool with a moving brush, before connecting or disconnecting the tool.
- Do not put any object into openings.

## SAVE THESE INSTRUCTIONS

### ORIGINAL INSTRUCTIONS.

**FOR OPERATION ON A 220-240 VOLT A.C. 50-60 HZ POWER SUPPLY ONLY.**



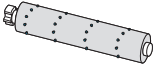


**THIS MODEL IS FOR HOUSEHOLD USE ONLY.**

## IMPORTANT INFORMATION

- When finished using the product, wrap cord around cord wrap for storage. Store unit indoors in a dry location in an area where the product is not likely to get damaged.
- Any other maintenance or servicing not included in this manual should be performed by an authorized service representative.
- Do not use on leather, wax polished furniture or floors, synthetic fabrics, velvet, or other delicate, steam-sensitive materials.
- Keep appliance on a level surface.
- If your appliance has a motorised brush roll, do not leave machine running in the same spot without the handle fully upright.
- Plastic tanks are not dishwasher safe. Do not put tanks in dishwasher.

## What's in the Box?


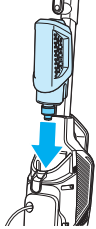
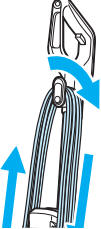
Standard accessories may vary by model. To identify what should be included with your purchase, please refer to the "Carton Contents" list located on the carton top flap.

				
Body	Handle	Brush Roll(s)	Trial Formula(s)	Clean-Out and Storage Tray

## Assembly

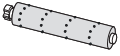
▶ Go to [global.BISSELL.com](https://www.global.BISSELL.com) for assembly videos.



		
<b>1.</b> Insert handle into machine.	<b>2.</b> Insert clean water tank into back of machine.	<b>3.</b> Wrap cord. To easily unwrap, turn the Quick Release™ Cord Wrap down.

# Changing the Brush Roll

Visit [global.BISSELL.com](http://global.BISSELL.com) to purchase additional brush rolls.



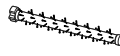
## Multi-Surface Brush Roll

Microfibers mop and nylon bristles help remove tough, sticky messes while picking up dry debris.



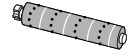
## Wood Floor Brush Roll

Soft-touch microfibers gently clean sealed hard floors.



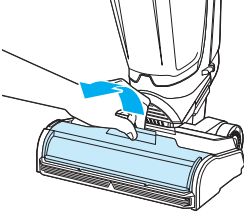
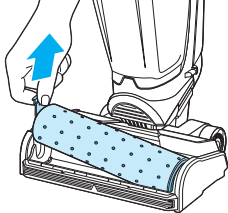
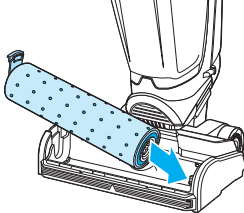
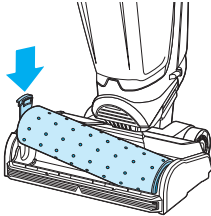
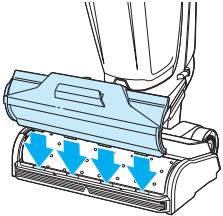
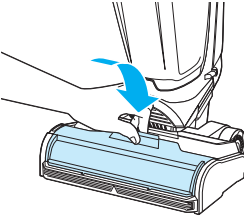
## Area Rug Brush Roll

Bristles work on area rugs to pick up dry debris and pet hair.



## PET Multi-Surface Brush Roll

Microfibers mop and nylon bristles help remove tough, sticky messes while picking up pet hair and dry debris.

 <p><b>1.</b> Grab the front of the brush window and pull upward to remove.</p>	 <p><b>2.</b> Remove the brush roll by pulling the tab.</p>	 <p><b>3.</b> Reinstall by placing the end of the brush into the right side of the foot.</p>
 <p><b>4.</b> Press the tab of the brush down so it locks into place.</p>	 <p><b>5.</b> Replace the brush roll window by lining up tabs on the edges of the foot.</p>	 <p><b>6.</b> Press the window back so it clicks into place.</p>

# Filling the Formula Tank



This machine is compatible with BISSELL® Crosswave® cleaning solutions made for wet & vacuum hard floor cleaners.\* Always use genuine BISSELL formulas in your machine. Other formulas may harm the machine **Note:** Fill with warm (140°F/60°C MAX) tap water and add the appropriate BISSELL® formula. Do not use boiling water. Do not heat water or tank in microwave.

<p><b>1.</b> The clean water tank is located on the back of the machine. To remove, grasp the tank and pull up.</p>	<p><b>2.</b> Open the top of the clean water tank by removing the screw cap</p>	<p><b>3.</b> Choose your formula.* Scan the QR code with your smartphone camera or visit <a href="http://global.BISSELL.com">global.BISSELL.com</a> for formulas.</p>

<p><b>4.</b> The clean water tank has a Large Area volume and a Small Area volume. Pick the one that best suits the space that you would like to clean.</p> <p>The <b>Large Area</b> fill lines are for areas up to 55m<sup>2</sup>. The <b>Small Area</b> fill lines are for areas up to 27m<sup>2</sup>.</p> <p>Use warm (140°F/60°C max) tap water and add the appropriate BISSELL formula.</p>	<p><b>5.</b> Close the top of the clean water tank by replacing the screw cap.</p>

**\*Compatible formulas include:** Multi-Surface, Wood Floor, Multi-Surface Pet (Ambipur), Multi-Surface Pet (Febreze), Area Rug, FreshStart™ Clean Out Sanitize

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**⚠ WARNING** To reduce the risk of fire and electric shock due to internal component damage, use only BISSELL cleaning fluid intended for use with the appliance.

# Controls and Cleaning Modes

## Fingertip Controls



### 1. Mode

Switch between SteamWash™ Mode, Hard Floor Mode, Area Rug Modes. Mode selection appears on foot display.



### 2. Power

Turn the machine ON and OFF



### 3. Clean Out Cycle

Automatic self-cleaning cycle

## Foot Display & Cleaning Modes

Mode selection appears on the foot display.  
When powered ON, starts in SteamWash mode.



### Area Rug Mode

Refresh area rugs and clean dry messes such as crumbs, dirt, hair, and more.



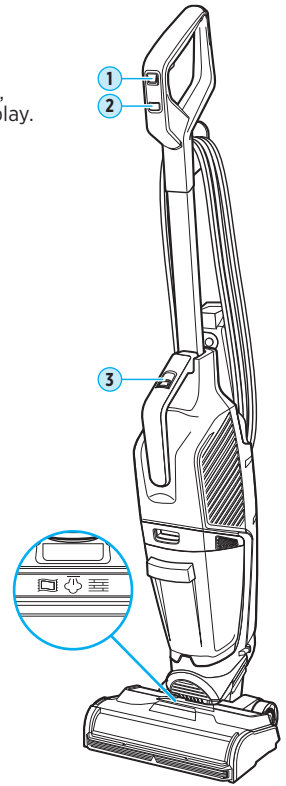
### SteamWash™ Mode

Power through tough, stuck-on messes on hard floors with the power of HydroSteam™ Technology.



### Hard Floor Mode

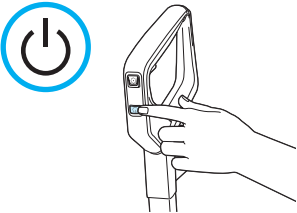
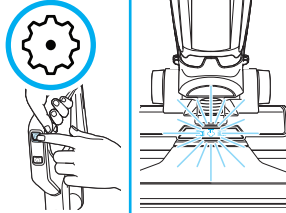
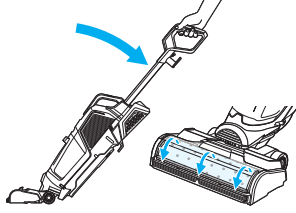
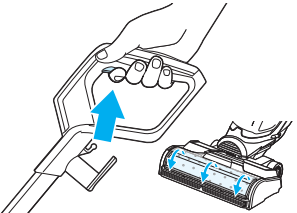
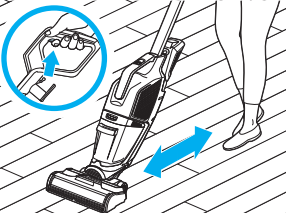
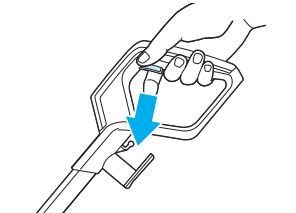
Clean everyday messes on sealed hard floors such as tracked-in mud, spilled cereal and milk, coffee, and cooking splatters.



## Cleaning Your Floors



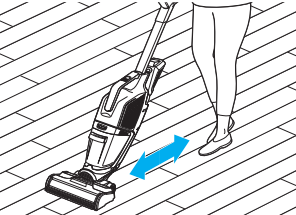


**Note:** Before cleaning area rugs, check the manufacturer's tag and test an inconspicuous spot on the rug for colourfastness.. Don't use on silk or delicate rugs.

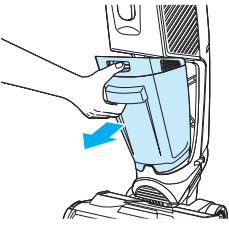
		
<p><b>1.</b> Plug machine into a properly grounded outlet. Press power button to turn machine ON and OFF. When powered ON, starts in SteamWash mode.</p>	<p><b>2.</b> Press the mode button to switch between modes. See page 6 for cleaning mode information. Mode selection appears on the foot display. <b>If you chose SteamWash™, wait 30 seconds for it to warm up. The steam ready light will illuminate.</b></p>	<p><b>3.</b> Recline the machine to start the brush roll spinning. When the machine is standing upright, brush roll will not spin.</p>
		
<p><b>4.</b> Before each use, hold the solution spray trigger for 10 seconds to wet the brush roll. <b>Note:</b> Bubbles will appear in brush roll window when solution is flowing. Water on floor during steam cleaning is normal.</p>	<p><b>5.</b> <b>Hold the trigger to dispense formula for all cleaning modes and to dispense formula plus steam in SteamWash mode.</b> Move the machine back and forth to clean floors.</p>	<p><b>6.</b> To dry floor, release the trigger to stop dispensing solution and steam. Make forward and backward passes to suction up excess water.</p>

## Sanitising Hard Floors

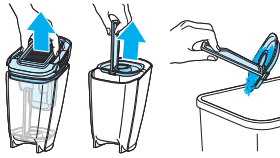
Please read the Hard Floor Sanitise formula label prior to each use. Use on hard nonporous floors only.

		
<p><b>1.</b> Follow steps above to remove surface dirt and debris. To sanitise: Hold the trigger to apply solution to floor.</p>	<p><b>2.</b> Allow floor to remain visibly wet with formula for five minutes. May require additional wet passes.</p>	<p><b>3.</b> With the trigger released, move machine back and forth to extract solution.</p>

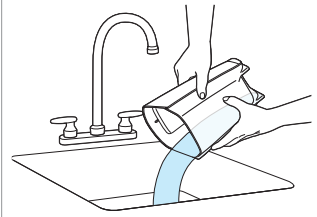
## Emptying the Dirty Water Tank



**1.** Press the button on the top of dirty water tank, grab the front handle and pull out.



**2.** Hold top of tank near the sides of the filter and pull up to remove. Pull strainer stem and remove from the tank. Throw debris into the trash.

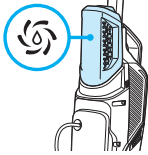


**3.** Pour dirty water into a utility sink or similar waste-water receptacle. Thoroughly rinse the tank.

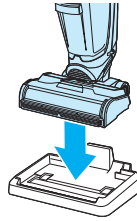
## Using the Clean Out Cycle



**Note:** Empty dirty water tank before beginning and be sure the strainer and filter stay dry. Use the Clean Out Cycle after each use.



**1.** Fill clean tank with water and formula up to the Clean Out fill line. **Optional:** With the unit removed from the tray, add 2 fluid ounces of FreshStart™ formula to the Clean Out Tray.



**2.** Plug machine into a properly grounded outlet and place on the tray. The Clean Out Cycle button on the handle will light up blue when ready.



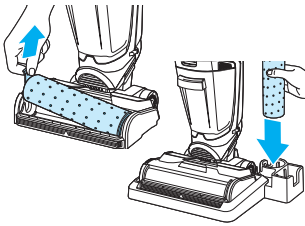
**3.** Press the Clean Out Cycle button to begin.  
**Note:** For best results, never run the cycle more than twice.

**⚠ WARNING** To reduce the risk of fire, electric shock or injury, turn power OFF and disconnect plug from electrical outlet before performing maintenance or troubleshooting.

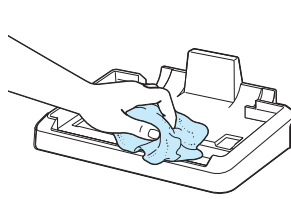


## After-Cleaning Care

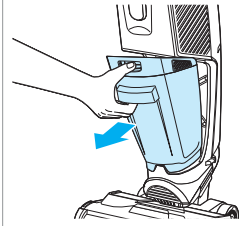
For more helpful maintenance tips, check out [global.BISSELL.com](http://global.BISSELL.com).



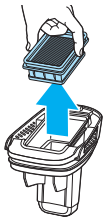
**1.** Remove brush roll following steps on page 3. Pull brush roll tab and place in tray to dry. Check steam bar for clogs. Wipe steam nozzle with cloth.



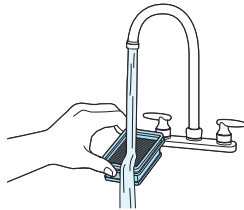
**2.** Remove machine from tray and wipe excess water or dirt. Do NOT rinse under faucet.



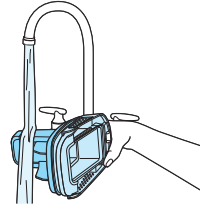
**3.** Empty dirty water tank and strainer following steps on page 6.



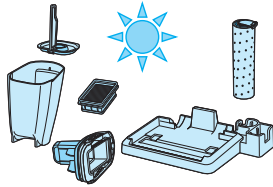
**4.** Remove filter from lid. Open screen and remove debris.



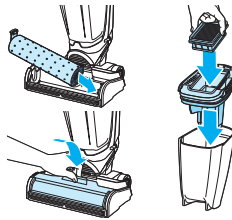
**5.** Wash filter in warm water and mild detergent. Clean and dry filter after each use. Replace every 3 months.



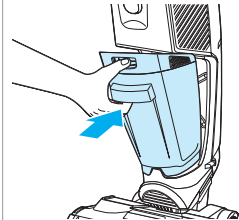
**6.** Rinse the bottom of the tank cover to remove wet debris.



**7.** Let parts air dry for 24 hours before next use.



**8.** Reinstall brush roll following steps on page 3. Reinstall filter, strainer, and tank lid.



**9.** Insert bottom of tank first. Pivot top toward the machine until it clicks.

## Storing Your Machine

When finished using the product, wrap cord around cord wrap for storage. Store machine indoors in a dry location in an area where the product is not likely to get damaged.

**NOTICE** To reduce the risk of a leaking condition, do not store machine where freezing may occur. Damage to internal components may result.

**WARNING** To reduce the risk of fire, electric shock or injury, turn power OFF and disconnect plug from electrical outlet before performing maintenance or troubleshooting.

# Troubleshooting

Below are some of the issues you may run into. If you don't see the issue you're experiencing below, visit [global.BISSELL.com](http://global.BISSELL.com).

Problem	Possible Cause	Remedies
Streaking or loss of suction power	Too much solution dispensed.	Go over area without spraying solution.
	Brush roll window is not latched.	Reinstall brush roll window.
	Debris channel in foot is clogged.	Clean the channel with a paper towel.
	Filter is clogged by debris and/or is wet.	Remove debris clogging filter screen. Clean and dry the filter.
	Brush roll is wet and dirty.	Clean and dry the brush roll.
	Dirty tank is full.	Empty tank. Follow steps on page 8.
No spray or steam	Clean water tank is empty.	Refill tank. Follow steps on page 5.
	Clean water tank is not seated properly.	Remove and reseal tank.
	Not holding trigger to spray solution.	Hold spray solution trigger continuously while using the machine.
	SteamWash™ is turned off.	Press the mode button on the handle to change to SteamWash mode. Ensure the steam indicator light is on.
	Steam system is not primed.	Prime the machine by holding the trigger for 30 seconds, expelling steam.
	Steam ports are clogged.	Wipe the underside of the front steam bar with a wet towel.
Leaking	Clean water tank or lid is damaged.	Remove tank from machine and inspect for damage on tank and/or lid. If damage is found, contact us.
	Dirty water tank is damaged.	Remove tank from the machine and inspect for damage. If damage is found, contact us.
	Dirty water tank is full.	Empty tank. Follow steps on page 8.
Brush roll isn't turning	Brush roll is not installed properly.	Follow instructions on page 4 for reinstalling brush roll.
	Machine is standing upright.	Recline machine to turn brush roll on.
	Brush roll stalled by debris.	Unplug machine and remove brush window and brush roll to remove obstruction.
Clean-Out Cycle not working	Machine is not on storage tray / tray is not plugged in.	Place machine on storage tray and plug in.
	Clean tank low.	Refill tank.
Machine won't turn ON	Brush roll stalled by debris.	Unplug machine. Remove brush window and brush roll to remove obstruction.
	Handle not installed properly.	Reinstall handle and push down until it clicks into place.
Drips on the floor during cleaning	Cleaning with water only.	Add BISSELL cleaning formula to tank.
	Holding the trigger after cleaning pass.	Release the trigger to stop dispensing solution and steam, making forward and backward passes to suction excess water.

**Note:** Any other servicing should be performed by an authorised service representative.



**WARNING** To reduce the risk of fire, electric shock or injury, turn power OFF and disconnect plug from electrical outlet before performing maintenance or troubleshooting.

# Limited Warranty

This limited warranty is provided by BISSELL® International Trading Company B.V. ("BISSELL") and applies in Australia and New Zealand. It gives you specific rights. It is offered as an additional benefit to your rights under law. You also have other rights under The Australian Consumer Law or New Zealand Consumer Laws, whichever applies to you. You can find out about your legal rights and remedies by contacting your local consumer advice service. Nothing in this warranty will replace or lessen any of your legal rights or remedies. If you need additional instruction regarding this warranty or have questions regarding what it may cover, please contact BISSELL Consumer Care or contact your local distributor.

This warranty is given to the current owner of the product with the original sales receipt. The original sales receipt must include the product(s) purchased, the date purchased, and which country it was purchased from new. You must be able to evidence the date of purchase and show the product was purchased in Australia or New Zealand to submit a claim under this warranty. You will receive the warranty that is applicable to the country where your product was originally purchased, as shown on the original sales receipt. If you use the product outside of the country where it was purchased, your warranty may be void in BISSELL's sole discretion. It may be necessary to obtain some of your personal information, such as a mailing address, to fulfill the terms of this warranty. Any personal data will be handled pursuant to BISSELL's Privacy Policy, which can be found at [global.BISSELL.com/privacy-policy](http://global.BISSELL.com/privacy-policy).

## Limited 2- or 3-Year Warranty (varies by model)

**Model 3517F:** Limited 2-Year Warranty

**Model 3527H:** Limited 3-Year Warranty

From the date of purchase by the original purchaser, subject to the \*EXCEPTIONS AND EXCLUSIONS identified below, BISSELL will repair or replace (with new, refurbished, lightly used, or remanufactured components or products), at BISSELL's option, free of charge, any defective or malfunctioning part or product.

BISSELL recommends that the original packaging and original proof of purchase with the date of purchase and country where purchased be kept for the duration of the warranty period in case you want to redeem the warranty during the warranty period. Keeping the original packaging will assist with any necessary re-packaging and transportation but is not a condition of the warranty.

If your product is replaced by BISSELL under this warranty, then the new item will benefit from the remainder of the term of this warranty (calculated from the date of the original purchase). The period of this warranty shall not be extended whether or not your product is repaired or replaced.

## \*Conditions of Warranty

This warranty applies to products used for personal domestic use and not commercial or hire purposes. Consumable components and attachments such as filters, belts, shells, water tanks, scraping strips, brushes, and mop pads, which must be replaced or serviced by the user from time to time, are not covered by this warranty.

This warranty does not apply to any defect arising from fair wear and tear, including but not limited to the battery discharging time shortening due to the aging or use. Damage or malfunction caused by the user or any third party whether as a result of accident, negligence, abuse,

neglect, or any other use not in accordance with the user guide is not covered by this warranty. An unauthorised repair (or attempted repair) may void this warranty whether or not damage has been caused by that repair/attempt. Removing or tampering with the Product Rating Label on the product or rendering it illegible will void this warranty.

Except as set out below, BISSELL and its distributors are not liable for any loss or damage that is not foreseeable or for incidental or consequential damages of any nature associated with the use of this product including without limitation loss of profit, loss of business, business interruption, loss of opportunity, distress, inconvenience, or disappointment. Except as set out below, BISSELL's liability will not exceed the purchase price of the product.

BISSELL does not exclude or limit in any way its liability for (a) death or personal injury caused by our negligence or the negligence of our employees, agents or subcontractors; (b) fraud or fraudulent misrepresentation; (c) or for any other matter which cannot be excluded or limited under law.

To make a claim under this warranty contact BISSELL Australia PTY LTD (details below). Contact BISSELL prior to returning any goods. Where agreed, BISSELL will reimburse reasonable postage / handling costs (if any) for returning goods to BISSELL. To claim expenses incurred in making a claim under this warranty please provide BISSELL with a copy of the receipt of the expenses by email or post.

For Australian Consumers Only: Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

## Important Notes

Please keep your original sales receipt. It provides proof of the date of purchase and where it was purchased in the event of a warranty claim. See warranty for details.

Please note that using your BISSELL machine outside of its country of original purchase and/or use with a power converter may damage your BISSELL machine and damage caused by mismatched power voltage will not be covered by your warranty.

Please note that putting vinegar, bleach, dish soap, detergent, homemade soap, and other non-BISSELL products in your BISSELL machine may damage your BISSELL machine. Damage caused by using non-BISSELL products in your machine will not be covered by your warranty.

## Consumer Care

If your BISSELL product should require service or to claim under our limited guarantee, please contact us.

### Australia

Telephone: 1300 247 735

Website: [BISSELL.com.au](http://BISSELL.com.au)

Address: 789 Springvale Road, Mulgrave, Victoria 3170

Email: [consumercareau@bissell.com](mailto:consumercareau@bissell.com)

### New Zealand

Telephone: 0800 247 735

Website: [BISSELL.co.nz](http://BISSELL.co.nz)

## But wait, there's more!

Join us online for a complete guide to your new product, including troubleshooting, parts and more.

**Go to [global.BISSELL.com](https://global.BISSELL.com).**



INFO



VIDEOS



PARTS



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