

# Bissell®

## CLEANVIEW™ PROHEAT®

USER GUIDE  
1456G



# 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 is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
- » Children should be supervised to ensure that they do not play with the appliance.
- » Unplug from electrical socket when not in use, before cleaning, maintaining or servicing the appliance, and if your appliance has an accessory tool with a moving brush, before connecting or disconnecting the tool.
- » Do not immerse in water or liquid.
- » Keep hair, loose clothing, fingers, and all parts of body away from openings and moving parts of the appliance and its accessories.
- » 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 run appliance over cable.
- » Do not use with damaged cable or plug.
- » 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 cable away from heated surfaces.
- » If the appliance has a handheld accessory like pet brush, motor driven head, etc., the user shall avoid entrapment.
- » Do not leave appliance when plugged in.
- » Do not immerse. Use only on surfaces moistened by the cleaning process. Use only BISSELL® cleaning products intended for use with this machine.
- » Use only the type and amount of liquids specified under the operations section of this guide.
- » Use only on carpet moistened by the cleaning process.
- » Liquid must not be directed towards equipment containing electrical components.
- » Always connect to a properly earthed electrical socket. Do not modify earthed plug.
- » Always install float before any wet pick-up operation.
- » To unplug, grasp the plug, not the cable.
- » Do not handle plug or appliance with wet hands.
- » Turn OFF all controls before unplugging.
- » Plastic film can be dangerous. To avoid danger of suffocation, keep away from children.
- » Use only as described in this user guide.
- » Use only manufacturer's recommended attachments.
- » 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 authorised service center.
- » Do not put any object into openings.
- » Do not use with any opening blocked; keep free of dust, lint, hair, and anything that may reduce air flow.
- » Use extra care when cleaning on stairs.
- » Do not use to pick up flammable or combustible liquids, such as petroleum, or use in areas where they may be present.
- » Do not pick up toxic material (chlorine bleach, ammonia, drain cleaner, etc.).
- » Do not use appliance in an enclosed space filled with vapours given off by oil-based paint, paint thinner, some moth-proofing substances, flammable dust, or other explosive or toxic vapours.
- » Do not pick up hard or sharp objects such as glass, nails, screws, coins, etc.
- » Do not pick up anything that is burning or smoking, such as cigarettes, matches or hot ashes.
- » Do not use without filters in place.
- » Use indoors only.

## 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

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




# Thanks for buying a BISSELL® Carpet & Upholstery Washer

We love to clean and we're excited to share one of our innovative products with you. We want to make sure your carpet & upholstery washer works as well as it does today for years to come so this guide has tips on using, maintaining, and if there is a problem, troubleshooting. Your carpet & upholstery washer does require some assembly, so flip to the "Assembly" page and let's get started!

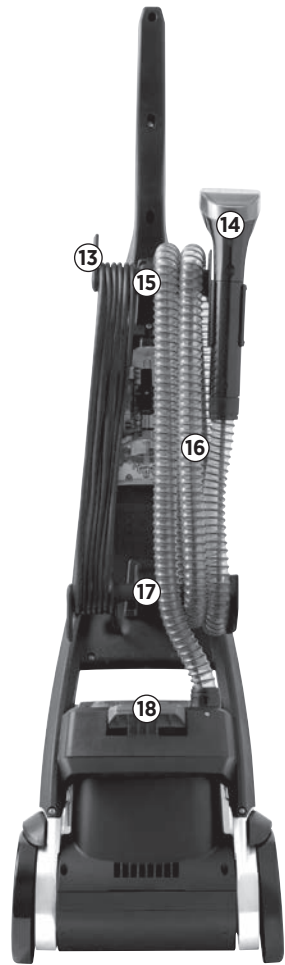
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## TIPS

- » Cleaning carpeting regularly can reduce dust and allergens in your home.
- » Cleaning stairs and high-traffic areas on a regular basis helps prolong carpet life.

|  |                |   |
|--|----------------|---|
|   | <b>WARNING</b> | <b>AN ACTION OR ATTENTION IS NEEDED TO THIS AREA IN ORDER TO REDUCE THE RISK OF ELECTRIC SHOCK, FIRE OR INJURY</b>  |
|  | <b>GUIDE</b>   | <b>READ USER GUIDE FOR COMPLETE SAFETY AND USER INSTRUCTIONS</b>  |
|  | <b>WEEE</b>    | <b>DO NOT THROW THE APPLIANCE AWAY WITH THE NORMAL HOUSEHOLD WASTE AT THE END OF ITS LIFE, BUT HAND IT IN AT AN OFFICIAL COLLECTION POINT FOR RECYCLING. BY DOING THIS YOU WILL HELP TO PRESERVE THE ENVIRONMENT.</b> |

# Product View



- 1 CleanShot Button
- 2 Spray Trigger
- 3 Cable Clip
- 4 Upper Handle
- 5 Power Cable
- 6 Power Button
- 7 Carry Handle
- 8 Tank Carry Handle
- 9 2-in-1 Water Tank

- 10 Tank Latch
- 11 Removable Nozzle
- 12 EdgeSweep Brushes
- 13 Quick Release Cable Wrap
- 14 Cleaning Tool (tools vary by model)
- 15 Upper Hose/Cable Wrap
- 16 Hose
- 17 Lower Hose/Cable Wrap
- 18 Recline Pedal

# Assembly

Your carpet & upholstery washer comes in four easy-to-assemble components:

- Upper Handle with Screws**
- Lower Base**
- Upper Hose Wrap**
- Upper Tool Holder**

The only thing you will need to assemble your cleaner is a Phillips-head screwdriver.

1. Side Upper Handle onto lower base and secure by screwing 2 screws into marked holes on back of lower base (screws will be taped to the handle grip).
2. Attach upper tool holder to Upper Handle by snapping bottom half in first, then snap in top half.
3. Place Upper Hose/Cable Wrap onto back side of Upper Handle and secure by screwing 1 screw into hole at bottom of wrap.
4. Wrap hose around Lower and Upper Hose/Cable Wraps and secure it by inserting trigger on hose grip into opening on hose grip holder located on Upper Hose/Cable Wrap.

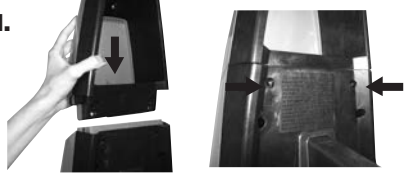
**NOTE: Make sure to wrap hose beginning from back of bottom Lower Hose/Cable Wrap and then wrapping over and around top of Upper Hose/Cable Wrap.**

5. Wrap cable around Lower and Upper Hose/Cable Wraps and secure plug to cable with clip on plug.
  6. Attach Cleaning Tools as necessary to storage locations on upper tool holder, Lower Hose/Cable Wrap and end of hose grip.
- Carpet & upholstery washer assembly is now complete.

## **WARNING**

Do not plug in your machine until you are familiar with all instructions and operating procedures.

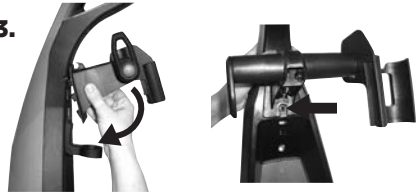
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# Cleaning Formulas

Keep plenty of BISSELL® formulas on hand so you can clean whenever it fits your schedule. Always use genuine BISSELL formulas in your machine. Other formulas may harm the machine and void the guarantee. Do not use Wash & Shine Hard Floor Formula on area rugs or carpet.

## Pretreat

Pretreat spots and stains to improve cleaning performance.

|  |   |
|--|---|
|  |      |
| <b>Stain Pretreat</b><br>Loosens set-in stains & odours before carpet washing.   | <b>Pet Stain Pretreat</b><br>Loosens tough pet stains & odours before carpet washing. |

## Boost


Add to any formula to increase its effectiveness.

|   |
|---|
|  |
| <b>Oxy Boost</b><br>Add to formula for permanent stain removal.                   |

## **⚠️ WARNING**

To reduce the risk of fire and electric shock due to internal component damage, use only BISSELL formula intended for use with this machine. Use of cleaning formulas that contain eucalyptus, lemon or pine oil may damage this appliance and void the guarantee. Chemical spot cleaners or solvent-based soil removers should not be used. These products may react with the plastic materials used in your carpet washer causing cracking or pitting.

## Carpet Cleaning Formulas

| Wash & Protect   |   |   | Wash & Refresh   |
|--|---|---|--|
|               |  |  |         |
| <b>Pro Stain &amp; Odour</b><br>Professional strength to remove extra tough stains and odours. | <b>Pet Stain &amp; Odour</b><br>Removes tough pet stains and odours.              | <b>Stain &amp; Odour</b><br>Removes tough stains and odours.                      | <b>Ambipur Blossom &amp; Breeze</b><br>Powerful cleaning with a refreshing spring scent. |

| Wash & Remove   |   |
|---|---|
|                                        |  |
| <b>Pro Pet Urine Eliminator + Oxy</b><br>Permanently remove stains and remove odours at the source with the power of Oxy. | <b>Allergen</b><br>Helps remove pet dander, pollen and dust mite waste allergens.   |

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# Operations

## Before You Clean

1. Plan activities to give your carpet time to dry.
2. Move furniture to another area if cleaning an entire room (optional).
3. Remove loose dirt and impediments.
4. Plan your cleaning route to leave an exit path. It is best to begin cleaning in the corner farthest from your exit.
5. Pretreating (optional):

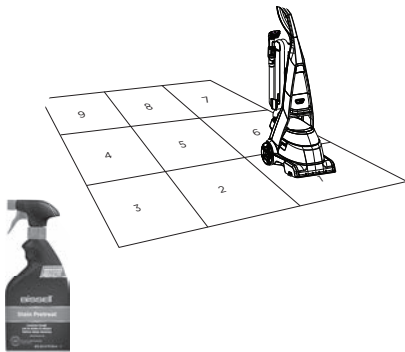
Pretreating is recommended to improve cleaning effectiveness for heavily soiled carpet in high-traffic areas such as entryway and hallways.

### To Pretreat:

- a. Using BISSELL Stain Pretreat (sold separately), generously and evenly spray over soiled area. **Do not overwet.**
- b. Wait 3-5 minutes before deep cleaning.
- c. Clean as normal using your BISSELL carpet & upholstery washer, following instructions below.

## WARNING

To reduce the risk of fire and electric shock due to internal component damage, use only BISSELL® cleaning formulas intended for use with the carpet & upholstery washer. Non-BISSELL cleaning formulas may harm the machine and void the guarantee.



## Filling the 2-in-1 Water Tank

1. Remove tank from base of machine by lifting up Tank Carry Handle. Carry like a bucket to the sink.
2. Unlatch top of tank from bottom by lifting up on Tank Latches on each side of the tank.
3. Fill bladder with warm (60°C/140°F MAX) tap water. **Do not boil or microwave water as it can destroy the bladder.**
4. Using measuring cup provided, pour two measuring cups filled to the indicated in formula bottle cap, line (5 oz/138 ml total) into bladder.



**NOTE: Always use genuine BISSELL formulas to maximize cleaning and for the safety of your machine.**

5. Replace top of tank back onto bottom and secure latches on both sides of tank.

**NOTE: Remember to secure Tank Latches on each side of tank and test to make sure they are secure before picking up tank.**

6. Place tank back into machine base, seating firmly in place.

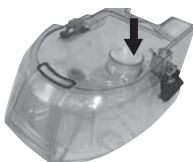
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# Operations

## Carpet Cleaning

1. Plug into a proper outlet and push Power Button ① located on front of handle.
2. Recline handle by pressing on Recline Pedal on back of machine behind 2-in-1 Water Tank.
3. While pressing Spray Trigger, make one slow forward wet pass and another one back.  
**Caution: Do not overwet.**

**NOTE: Your machine is equipped with a circuit breaker that will automatically shut off the brush if a large or loose object is caught in the Brush Roll. If that happens, be sure to unplug your machine, remove the foreign object, and then plug machine back in to reset circuit breaker.**

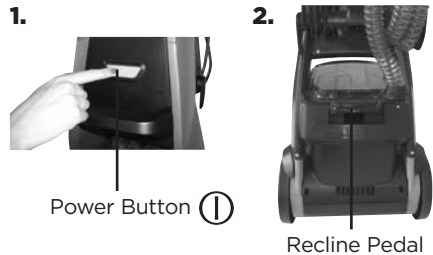
4. Release Spray Trigger and make one slow forward and backward pass over same area.
5. Repeat cleaning passes until formula being suctioned up appears clean. Continue passes without pressing Spray Trigger until you can't see any more water being suctioned up. Repeated passes will help aid in dry time.

**NOTE: You may notice hair and debris deposits on the carpet or in the tank that were loosened by the cleaning action. This debris should be picked up and thrown away.**

## Using CleanShot

CleanShot is an optional feature that can be used to fight tough stains. It can be used as either a tough stain pretreat or during the deep cleaning process itself. To use CleanShot either as a pretreat, or during deep cleaning, follow instructions below.

1. Press CleanShot Button on front of machine's handle and aim focused stream onto stain for up to 5 seconds.
2. Allow formula to soak in for 15 seconds.
3. Without pressing Spray Trigger, run machine over stain to extract it until no formula or water can be seen coming up from the carpet.
4. Repeat as needed until stain is gone.

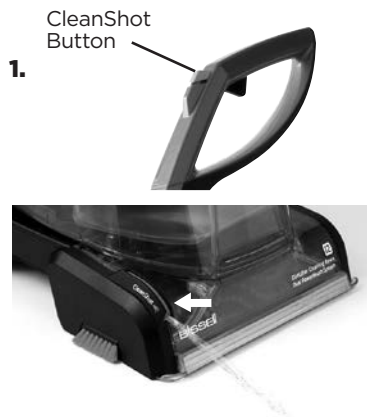


## CAUTION

Brushes may unexpectedly restart. To reduce the risk of injury from moving parts, unplug before removing nozzle for cleaning or servicing.

## ATTENTION

Some Berber carpets have a tendency to fuzz with wear. Repeated strokes in the same area with an ordinary vacuum or deep cleaner may aggravate this condition.



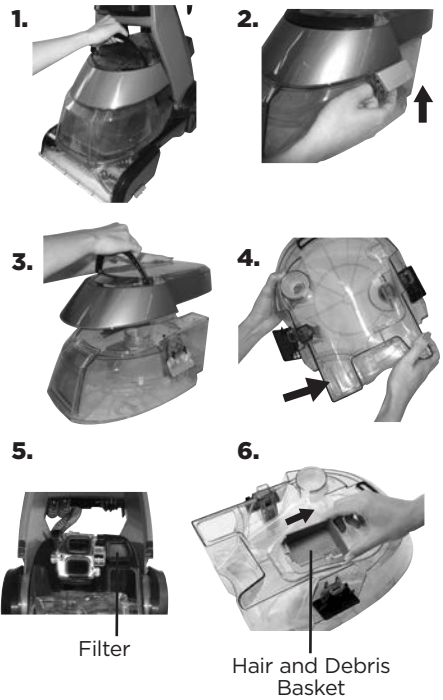


# Operations

## Emptying the 2-in-1 Water Tank

1. Push Power Button ① OFF. Remove 2-in-1 Water Tank from base of machine by lifting up on Tank Carry Handle. Carry like a bucket to a utility sink or outside where you will dispose of the dirty water.
2. Unlatch top of tank from bottom by lifting up on Tank Latches on each side of tank.
3. Remove top of tank by lifting up on handle.
4. Empty dirty water from back corner of tank.
5. After each use, remove any debris on red filter near air duct on back of base of machine while the tank is still removed.
6. Empty hair and debris basket by sliding it toward front of tank and lifting up. Replace before storing/continuing to clean.
7. To continue carpet cleaning, refer back to "Carpet Cleaning" instructions on page 8.

If cleaning is complete, refer to "Maintenance and Care" section starting on page 11.



# Operations

## Cleaning with Attachments

Your carpet & upholstery washer comes equipped with a hose and at least one attachment for cleaning stairs, upholstery and more.

**Important! If using to clean upholstery, check upholstery tags.**

1. Check manufacturer's tag before cleaning. Do not use on velvet or silk. If manufacturer's tag is missing or not coded, check with your furniture dealer.
2. To begin cleaning with attachments, follow instructions on page 7 for filling 2-in-1 Water Tank.
3. The CleanView™ ProHeat® is designed with an automatic diverter. Simply place machine in the upright position in order to clean with hose.
4. Attach cleaning tool of your choice to the end of hose. See below for cleaning instructions.
6. When finished cleaning, remove and rinse tool(s) in clean, running water.
7. It is recommended that you suction clean water from the tap to rinse out the hose. Be careful not to overfill your tank.
8. Before wrapping hose onto wrap, lift end of hose and stretch out to ensure all water is cleared from hose.
9. Wrap hose around wrap.

## Tough Stain Tool

Press the Spray Trigger to mist solution over and onto the soiled area. Release Spray Trigger and gently scrub the stain.

To lift the stain away, apply downward pressure on the tool and slowly pull it toward you. Then use "drying strokes" (by not pressing down trigger) to remove remaining moisture. Repeat as needed.

## 3-n-1 Stair Tool

This versatile 3-way tool sprays, scrubs and suctions up dirt and stains from the outer curves, corner and tread of a carpeted stairs. Twist the tool head to desired setting to clean. The downward facing edge is the active cleaning mode: (a) use the flat area to clean top of stairs, (b) use pointed edge to clean inside crevice, (c) use indented area to clean outer corner.

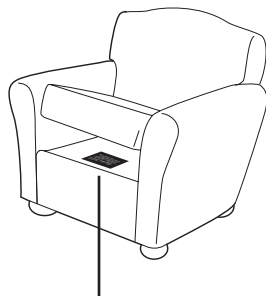
## HydroRinse™ Tool (select models)

Hold the hose and attachment in an upright position. Then hold down the trigger to rinse the hose for 30 seconds.

The HydroRinse Tool can be stored on the handle or on the hose in between uses.

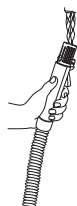
## IMPORTANT

Check for colourfastness in an inconspicuous place. If possible, check upholstery stuffing. Coloured stuffing may bleed through fabric when it becomes wet.

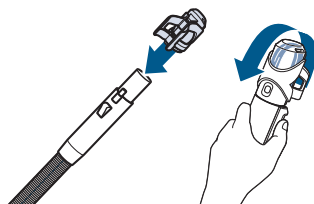
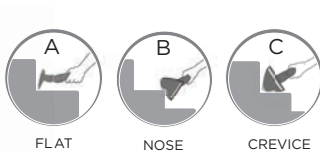
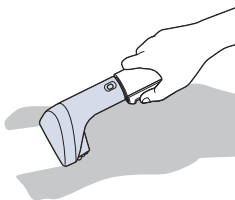


Manufacturer's tag

7.



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# Operations

## Cleaning with Attachments (cont.)

### Stain Trapper Tool

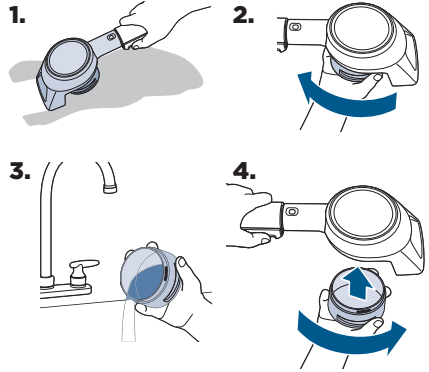
1. Slowly move the tool back and forth over the stain. Be careful not to move the tool back and forth too quickly or soiled water will flow back into the hose.
2. To empty the Stain Trapper Tool, rotate the small tank on the bottom of the tool to unlock it.
3. Dump dirty water into a sink or toilet and rinse the tank out with clean water.
4. Replace the tank by lining up the locking teeth with their mating slots (make sure the two teeth that are closest together are pointed toward the brush). Turn the tank to lock it into place.
5. Clean the front of the tool by removing the plate over the suction plate. Pull down to remove and rinse with water. Then replace the plate by sliding back into place.

### TurboBrush® Tool

The powerful rotating TurboBrush® loosens and removes deep-down dirt. Attach the Powered TurboBrush® Hand Tool to the hose of your carpet washer and use the tool to loosen tough stains and dirt deep into your carpet or upholstery.

## IMPORTANT

Check for colourfastness in an inconspicuous place. If possible, check upholstery stuffing. Coloured stuffing may bleed through fabric when it becomes wet.



# Maintenance & Care

## Machine Care

For best results, a few simple steps can assure your machine is well maintained after your cleaning is complete.

**1.** Flush your machine of any remaining residual formula.

- a. Fill 2-in-1 Water Tank with clean warm (60°C/140°F MAX) tap water.
- b. Recline handle and press Spray Trigger for 15 seconds while making forward and backward passes on carpet. Release Spray Trigger and make forward and backward passes for another 15 seconds or until there is no more water being suctioned up from the carpet.

**2.** Press Power Button  OFF. Unplug machine and wrap Power Cable.

**3.** After emptying the 2-in-1 Water Tank, rinse top half of tank through nozzle area. Rinse bottom half of tank with running warm (60°C/140°F MAX) tap water, taking care to clean underneath and around the heavy-duty bladder. Be sure to also empty and rinse hair and debris basket inside tank.

**4.** Remove any debris on red filter near air duct on back of base of machine.

**5.** Keeping the 2-in-1 Water Tank off the base of machine, remove nozzle by turning locking keys to “unlock” position and lifting up. Rinse nozzle in clean, running water.

**6.** Any loose hair or debris can be pulled from Brush Rolls and thrown away. For the most thorough clean before storage, follow directions on pages 13 and 14 for removing and replacing the belts and Brush Rolls.

**7.** Replace nozzle by lining up locking keys with their slots and placing nozzle back onto foot of machine. Secure into place by turning locking keys clockwise to “lock” position.

**8.** To clean suction diverter, remove two screws on back of diverter housing. Take diverter housing to a sink and rinse it with clean, running water. Take care to remove any debris that may build up and cause a clog. Replace diverter housing and two screws.

**9.** To clean attachments, remove from Hose and rinse under clean, running water. Dry before storing. Clean hose by suctioning clean water from tap (taking care not to let tank overflow). Before wrapping back onto machine, lift end of hose and stretch out to ensure all water is cleared from hose. (See illustrations 7 and 8 on page 10.)

**10.** Wipe machine's exterior with a soft cloth.

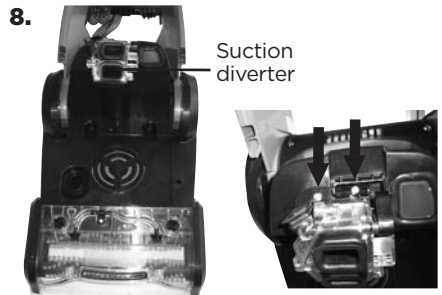
**11.** After carpet is dry, you may wish to vacuum again to remove any leftover hair and fuzz the carpet & upholstery washer may have brought to the carpet surface.

## WARNING

To reduce the risk of electric shock, push Power Button  OFF and disconnect plug from electrical outlet before performing maintenance or troubleshooting checks.

## Tip

» Let all parts dry completely before storing



# Maintenance & Care

## Storing Your Machine

Store machine in a closet or basement for next use. Store cleaner in a protected, dry area. Since this product uses water, it must not be stored where there is a danger of freezing. Freezing will damage internal components and void the guarantee.

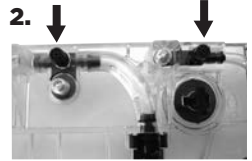
## **⚠ WARNING**

To reduce the risk of electric shock, push Power Button  
Ⓜ OFF and disconnect plug from electrical outlet before performing maintenance or troubleshooting checks.

## Maintaining the Fluid Connection Point Filter

Periodic cleaning of the fluid connection point filters in spray nozzle may be required. **1.**

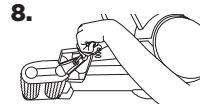
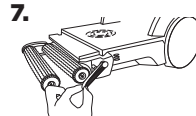
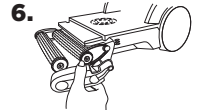
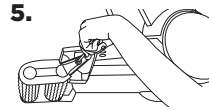
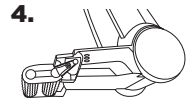
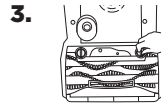
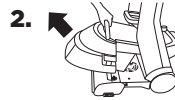
1. To clean fluid connection point filters, remove nozzle and turn it over.
2. Clean filters on ends of fluid connection points with a small paperclip and reattach nozzle to machine.



## Removing & Replacing the Drive Belt

Occasional replacement of one or both belts may be necessary. If needed, please follow instructions below.

1. Turn OFF machine, and unplug it from outlet. Wrap hose and cable on wraps.
2. Remove 2-in-1 Water Tank and set aside.
3. Remove nozzle by turning locking keys counter-clockwise to “unlock” position and lifting nozzle up and away.
4. Turn machine on its side. **Important: Make sure corded side is facing up.**
5. Remove 1 silver screw from pivot arm.
6. Remove pivot arm by gently lifting up.
7. Remove old drive belt and replace it with a new belt by first attaching it to small drive wheel, then attaching it to end of inside brush.
8. Place pivot arm back on and secure in place using silver screw.
9. Replace nozzle by lining up locking keys with their slots and placing nozzle back onto foot of machine. Secure into place by turning locking keys clockwise to “lock” position.



# Maintenance & Care

## Removing & Replacing the Brush & Brush Belt

The brushes and brush belt can be removed for cleaning or replacement as needed.

1. Turn OFF machine and unplug it from outlet.

2. Remove 2-in-1 Water Tank and set aside.

3. Remove nozzle by turning locking keys counter-clockwise to “unlock” position and lifting nozzle up and away.

4. Turn machine on its side. **Important: Make sure corded side is facing up.**

5. Remove 1 silver screw from pivot arm.

6. Remove pivot arm by gently lifting up and set aside.

7. Remove drive belt. If worn or damaged, replace with new drive belt.

8. Remove Brush Rolls by pulling them off metal rods. Be careful not to lose small washer at each end.

9. Remove brush belt from the end of brush and set aside. If worn or damaged, replace with new brush belt.

10. Place cleaned or new Brush Rolls back on metal rods. Make sure one washer is on each of Brush Rolls prior to sliding onto metal rods. Be sure metal rods slide through bushings to ensure proper fit.

11. Reattach brush belt on bottom of cogs of small roller brushes.

12. Reattach drive belt by first attaching it to small drive wheel, then attach it to end of inside brush.

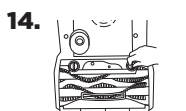
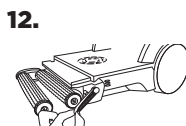
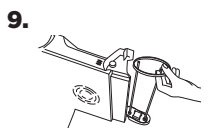
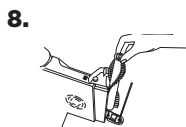
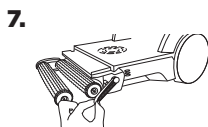
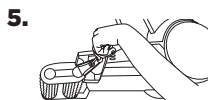
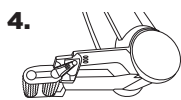
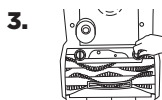
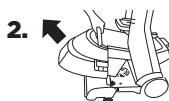
13. Place pivot arm back on and secure in place using silver screw.

14. Replace nozzle by lining up locking keys with their slots and placing nozzle back onto foot of machine. Secure into place by turning locking keys clockwise to “lock” position.

If you have any questions or are having trouble installing or replacing your belt(s) or brushes, please call BISSELL® Consumer Care.


## **WARNING**









To reduce the risk of electric shock, push Power Button  OFF and disconnect plug from electrical outlet before performing maintenance or troubleshooting checks.



# Troubleshooting

## **WARNING**

To reduce the risk of electric shock, push Power Button  OFF and disconnect plug from electrical outlet before performing maintenance or troubleshooting checks.

| Problem                                    | Possible causes  | Remedies   |
|--|--|--|
| <b>Reduced spray or no spray</b>           | Bladder may be empty.  | Press Power Button  OFF; refill bladder with clean warm (60°F/140°C MAX) tap water and formula.   |
|  | 2-in-1 Water Tank may not be seated properly.  | Press Power Button  OFF; remove and reseat tank so it sits snugly on machine.   |
|  | Pump may have lost prime.  | Press Power Button  OFF; after 1 minute turn on and press Spray Trigger.  |
| <b>DirtLifter PowerBrush does not turn</b> | Belts are off or broken.   | Press Power Button  OFF and unplug machine from outlet. Follow instructions on pages 12 and 13.   |
|  | Circuit breaker on machine may have tripped.   | Press Power Button  OFF and unplug from outlet. Check to see if foreign object is caught in Brush Roll. Remove object. Plug machine in to reset circuit breaker.  |
| <b>Cleaner not picking up formula</b>      | 2-in-1 Water Tank may not be seated properly.  | Press Power Button  OFF; remove and reseat tank so it sits snugly on machine.   |
|  | 2-in-1 Water Tank may not be assembled properly.   | Make sure Tank Latches on both sides of tank are latched properly.   |
|  | 2-in-1 Water Tank has picked up maximum dirty water and red float door has closed.                                 | Empty 2-in-1 Water Tank and refill. (See “Operations” section.)  |
|  | Red float door in tank may have closed as a result of bumping object or moving machine back and forth too quickly. | Press Power Button  OFF so the float door can open. Press Power Button  back ON to continue cleaning. Be sure your forward and backward strokes are done at a slower pace. |
|  | Red lint screen near air duct is dirty.  | Follow cleaning instructions in step 4 on page 12.   |

Other maintenance or service not included in the manual should be performed by an authorised service representative.

Thank you for selecting a BISSELL® product.

# Consumer Guarantee

This guarantee gives you specific legal rights, in addition to rights you may have under the Australian Consumer Law. If you need additional instruction regarding this guarantee or have questions regarding what it may cover, please contact your local BISSELL® Consumer Care on the details set out below.

It may be necessary to obtain some of your personal information, such as a mailing address, to fulfill terms of this guarantee. 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).

## BISSELL® Two Year Guarantee

Subject to the \*conditions identified below, BISSELL will repair or replace (with new, refurbished, lightly used, or remanufactured components or products), at BISSELL's option, free of charge from the date of purchase by the original purchaser, for two years any defective or malfunctioning part due to manufacturer defect. This guarantee applies to product used for personal purposes, and not commercial or rental service. This guarantee does not apply to fans or routine maintenance or consumable components such as filters, belts, brush rolls, etc., damage or malfunction caused by negligence, abuse, neglect, unauthorized repair, or any other use not in accordance with the user guide. BISSELL recommends that the original packaging be kept for the duration of the guarantee period in case such need arises within the guarantee period that the item needs re-packing and transportation.

## \*Conditions of Guarantee

Subject to whether such loss is reasonably foreseeable, BISSELL and its in-country distributors are not liable for incidental or consequential damages of any nature associated with the use of this product.

**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 for 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.

This guarantee is in addition to other rights or remedies under law. Nothing in this guarantee excludes, limits or modifies any liability of BISSELL which is imposed by law, or limits or modifies any remedy available to the consumer which is granted by law. To make a claim under this guarantee contact BISSELL Australia PTY LTD (details above). 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 guarantee please provide BISSELL with a copy of the receipt of the expenses by email or post.

**NOTE:** Please keep your original sales receipt. It provides proof of the date of purchase in the event of a guarantee claim. See guarantee for details.

# Consumer Care

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

## Australia

Telephone: 1300 247 735

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

## New Zealand

Telephone: 0800 247 735

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

