

## Troubleshooting

Below are some of the issues you may run into. If you don't see the issue you're experiencing below, visit [support.BISSELL.com](https://support.BISSELL.com) or contact Consumer Care.

Problem	Possible Cause	Remedies
Machine is not working	Clean water tank is empty.	Refill and reinstall tank.
	Dirty water tank full or not seated properly.	Empty and reseal tank.
	Brush roll window is not latched in place.	Reinstall brush roll window.
	Machine is not reclined.	Recline machine before pressing power button.
Reduced or no suction	The suction path is blocked.	Clean the suction path.
	The brush roll is entangled by hair and other objects.	Clean the brush roll.
Abnormal noise in motor operation	The suction path is blocked.	Clean the suction path.
Machine is not charging	Adapter not connected to charging station.	Check adapter connection to charging base.
Dirty water tank icon is flashing	Tank is full or removed.	Remove, empty and reinstall tank.
Brush roll icon is flashing	The brush roll is entangled by hair and other objects.	Clean the brush roll.
Self-cleaning cycle button is flashing	The cleaning cycle was cut off due to full dirty water tank.	Remove, empty and reinstall tank.
Can't complete self-cleaning cycle	The battery needs to be charged.	Fully charge before use.

**Note:** Any other servicing should be performed by an authorized 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 on the dock.

## Warranty

Limited 18-month warranty, may vary by state. Visit [support.BISSELL.com](https://support.BISSELL.com) or call 1-844-383-2630 for complete warranty information.

**NOTICE** Disconnecting the battery will destroy the appliance and invalidate the warranty.

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Part Number 1631076 02/22 RevB