BISSELL®

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CLEANview HELIX®

USER'S GUIDE
32Y7 / 22C1 / 21K3 / 71V9 SERIES

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*product images may vary

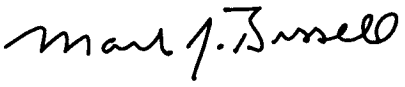
Thanks for buying a BISSELL CleanView Helix®

We're glad you purchased a BISSELL vacuum. Everything we know about floor care went into the design and construction of this complete, high-tech home cleaning system.

Your carpet cleaner is well made, and we back it with a limited warranty. We also stand behind it with a knowledgeable, dedicated Consumer Services department, so, should you ever have a problem, you'll receive fast, considerate assistance.

My great-grandfather invented the floor sweeper in 1876. Today, BISSELL is a global leader in the design, manufacture, and service of high quality homecare products like your carpet cleaner.

Thanks again, from all of us at BISSELL.



Mark J. Bissell
President and Chief Executive Officer

IMPORTANT SAFETY INSTRUCTIONS

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

READ ALL INSTRUCTIONS BEFORE USING UPRIGHT VACUUM

Always connect to a polarized outlet (left slot is wider than right). Unplug from outlet when not in use and before conducting maintenance.

⚠ WARNING:

To reduce the risk of fire, electric shock, or injury:

- Do not modify the polarized plug to fit a non-polarized outlet or extension cord.
- Do not leave vacuum cleaner unattended when it is plugged in.
- Unplug from outlet when not in use and before servicing.
- Unplug before attaching the TurboBrush Tool.
- Do not use outdoors or on wet surfaces.
- Do not allow children to operate vacuum cleaner or use as a toy.
- Close attention is necessary when used by or near children.
- Do not use for any purpose other than described in this user's guide.
- Use only manufacturer's recommended attachments.
- Do not use with damaged cord or plug.
- If appliance is not working as it should, has been dropped, damaged, left outdoors, or dropped into water, have it repaired at an authorized service center.
- Do not pull or carry by cord, use cord as a handle, close a door on cord, or pull cord around sharp edges or corners. Do not run appliance over cord. Keep cord away from heated surfaces.
- Do not unplug by pulling on cord. To unplug, grasp the plug, not the cord.
- Do not handle vacuum cleaner or plug with wet hands.
- Do not put any object into openings. Do not use with any opening blocked; keep openings free of dust, lint, hair, and anything that may reduce air flow.
- Keep hair, loose clothing, fingers, and all parts of body away from openings and moving parts.
- Turn off all controls before plugging or unplugging vacuum cleaner.
- Use extra care when cleaning stairs.
- Do not pick up flammable materials (lighter fluid, gasoline, kerosene, etc.) or use in the presence of explosive liquids or vapors.
- Do not pick up toxic material (chlorine bleach, ammonia, drain cleaner, etc.).
- Do not use vacuum cleaner in an enclosed space filled with vapors given off by oil base paint, paint thinner, some moth proofing substances, flammable dust, or other explosive or toxic vapors.
- 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 only on dry, indoor surfaces.
- Keep appliance on a level surface.
- Do not carry the vacuum cleaner while it is running.

SAVE THESE INSTRUCTIONS. FOR FUTURE USE

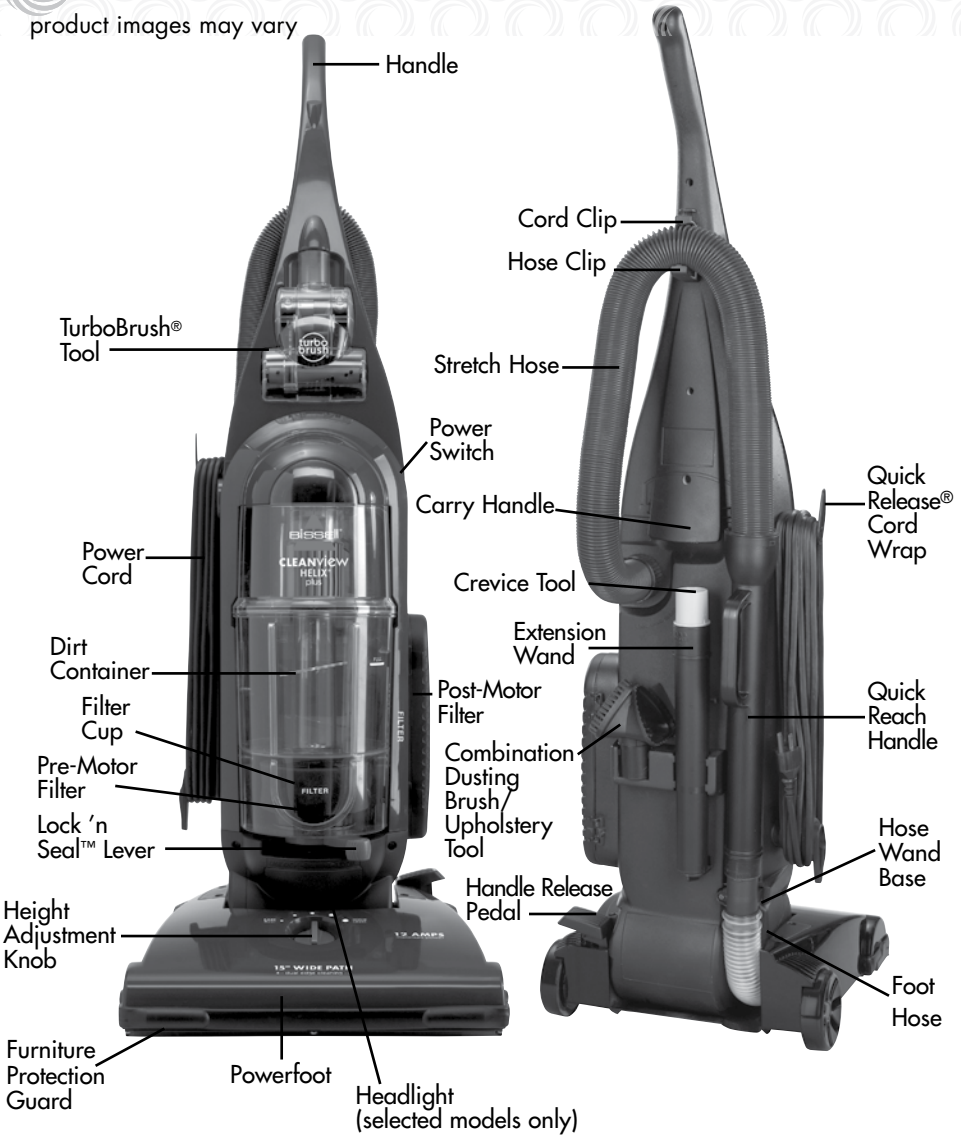
THIS APPLIANCE HAS A POLARIZED PLUG.

To reduce the risk of electric shock, this appliance has a polarized plug (one blade is wider than the other). This plug will fit in a polarized outlet only one way. If the plug does not fit fully in the outlet, reverse the plug. If it still does not fit, contact a qualified electrician to install a proper outlet. Do not change the plug in any way.

This model is for household use only.

Product view

product images may vary



⚠ CAUTION:
Do not plug in your vacuum cleaner until you are familiar with all instructions and operating procedures.

⚠ WARNING:
Plastic film can be dangerous. To avoid danger of suffocation, keep away from babies and children.

Assembly

The only tool you'll need to assemble your vacuum cleaner is a Phillips head screwdriver.

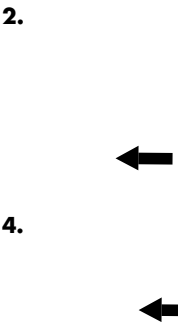
Attach handle to vacuum

1. Locate the vacuum handle and remove the screw packet taped to the base of the handle.

2. Stand the vacuum upright and slide the base of the handle firmly into the grooves at the top of the vacuum body.

3. Check to be sure the handle is fitted to the vacuum body. If there is a gap in front, continue to push firmly until the handle is flush.

4. Insert the screw provided from the screw packet into the existing hole. Tighten securely with a screwdriver.



Attach vacuum hose and tools

1. Attach the Twist 'n Snap™ hose by lining up the tabs on the base with the corresponding notches on the back of the vacuum.

2. Turn the Twist 'n Snap hose to the right to lock the hose into place.

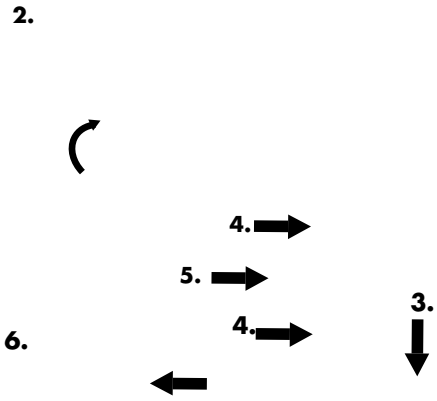
3. Grasping the Quick Reach handle, slide the end of the hose wand onto the hose wand base. Snap the hose into the hose clip.

NOTE: The powerfoot will not suction properly unless the hose wand is firmly attached.

4. Snap the extension wand and the crevice tool together into the storage clip. The crevice tool stores inside the extension wand and snaps onto the back of the unit.

5. Snap the combination tool into the storage clip.

6. Attach the TurboBrush Tool by aligning the small holes near the brush roll with the tabs at the bottom of TurboBrush Tool housing. Snap TurboBrush Tool into place.



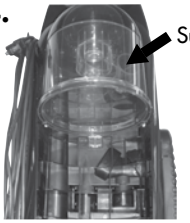
Clearing a clog

Low suction or poor pickup may be due to a clog in the vacuum cleaner. If you notice a change in the sound of the motor or a reduction in the spinning action, check for clogs.

1. Unplug cleaner from electrical outlet.
2. Empty dirt container.
3. Check upper tank for build up or clogs.
4. Check the suction inlet for a clog.
5. Grasp the quick reach handle and lift hose wand to separate from the suction opening. Check for a clog in the base, the wand or the hose.
6. Remove the screw attaching the hose wand base to the vacuum. Straighten the hose wand base and unclog with long, narrow object such as a broom stick.
7. If the clog persists, follow the instructions for Checking the rotating floor brush on page 10 and inspect the air passageway for obstructions.

3.

4.



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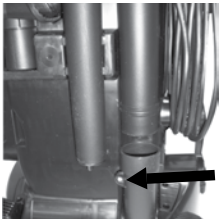


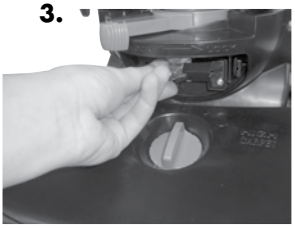
Replace light bulb

Use only BISSELL Replacement Bulbs in your BISSELL CleanView Helix. selected models only

1. Unplug cleaner from electrical outlet.
2. Using a flat screwdriver, table knife or coin, insert into the slot on the right of the lens and gently push inner latch to the left as shown to remove the lens.
3. Reposition lens by inserting the tab on left side and then pushing the right side back into place.

2.

3.



Troubleshooting - CleanView Helix®

Vacuum cleaner won't turn on

Possible causes

1. Power cord not plugged in
2. Blown fuse/tripped breaker

Remedies

1. Check electrical plug
2. Check/replace fuse or reset breaker

Vacuum cleaner won't pick up dirt

Possible causes

1. Incorrect height adjustment
2. Hose not attached to suction opening
3. Crack or hole in hose
4. Broken or worn drive belt
5. Rotating floor brush bristles worn
6. Rotating floor brush jammed
7. Clog in vacuum
8. Dirt container full
9. Dirt container or upper tank not installed properly
10. Filters are dirty

Remedies

1. Adjust powerfoot to correct height setting
2. Grasp quick reach handle and firmly push hose wand onto the suction opening
3. Check hose and replace if needed
4. Replace drive belt, see page 11
5. Replace brush
6. Remove brush and clean debris from brush ends, see page 10
7. Follow instructions on page 12 for clearing clogs
8. Empty dirt container, see page 8
9. Position correctly and lock in place
10. Check and clean pre-motor and post-motor filters, see page 10

Tools won't pick up dirt

Possible causes

1. Crack or hole in hose
2. Clog in vacuum
3. Dirt container full
4. Dirt container or upper tank not installed properly
5. Filters are dirty

Remedies

1. Check hose and replace if needed
2. Follow instructions on page 12 for clearing clogs
3. Empty dirt container
4. Position correctly and lock in place
5. Check and clean pre-motor and post-motor filters

Vacuum cleaner is difficult to push

Possible causes

1. Incorrect height adjustment

Remedies

1. Adjust powerfoot to correct height setting

Visible dirt escaping from cleaner

Possible causes

1. Dirt container full
2. Filters missing or installed incorrectly

Remedies

1. Empty dirt container, see page 8
2. Check pre-motor and post-motor filters for correct installation

⚠ WARNING:

To reduce the risk of injury from moving parts, turn off vacuum cleaner and disconnect from power outlet before performing troubleshooting steps.

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

Thank you for selecting a BISSELL product.

Please do not return this product to the store.

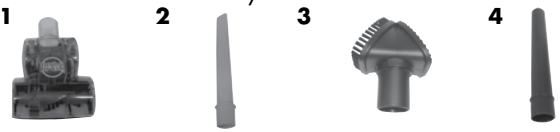
For any questions or concerns, BISSELL is happy to be of service. Contact us directly at 1-800-237-7691.

Accessories - CleanView Helix®

These items are available for purchase as accessories for your BISSELL CleanView Helix. To purchase call 1-800-237-7691 or visit www.bissell.com.

Item	Part No.	Part Name
1	203-2447	TurboBrush Tool
2	203-1063	Crevice Tool
3	203-1059	Combination Dusting/Upholstery Brush
4	203-1084	Extension Wand

*Not all parts are included with every model.



Replacement Parts - CleanView Helix®

Item	Part No.	Part Name
1	203-1093	Style 9 Drive Belt (2-Pack)
2	203-1297	Standard Headlight Bulb (selected models only)
3	203-2450	Hose Assembly
4	203-2449	Brush Dowel (15")
5	32R9	Style 16 Inner and Outer Circular Pre-Motor Filter Set
6	203-1464	Style 16 Inner Circular Pre-Motor Filter
7	203-1192	Style 16 Outer Circular Pre-Motor Filter
8	32076	Style 7/9/16 Post-Motor Filter
9	3099	Style 7/9/16 Post-Motor Filter

Warranty - BISSELL CleanView Helix® 22C1 and 32Y7

This warranty gives you specific legal rights, and you may also have other rights which may vary from state to state. If you need additional instruction regarding this warranty or have questions regarding what it may cover, please contact BISSELL Consumer Services by E-mail, telephone, or regular mail as described below.

Limited Two Year Warranty

Subject to the EXCEPTIONS AND EXCLUSIONS identified on page 15, upon receipt of the product BISSELL will repair or replace (with new 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.

See information below on "If your BISSELL product should require service".

This warranty applies to product used for personal, and not commercial or rental service. This warranty does not apply to fans or routine maintenance components such as filters, belts, or brushes. Damage or malfunction caused by negligence, abuse, neglect, unauthorized repair, or any other use not in accordance with the user's guide is not covered.

See information on page 15 "If your BISSELL product should require service:"

Warranty-BISSELL CleanView Helix® 22C1-2, 21K3, 71V9, 71V9-2

This warranty gives you specific legal rights, and you may also have other rights which may vary from state to state. If you need additional instruction regarding this warranty or have questions regarding what it may cover, please contact BISSELL Consumer Services by E-mail, telephone, or regular mail as described below.

Limited Three Year Warranty

Subject to the *EXCEPTIONS AND EXCLUSIONS identified below, upon receipt of the product BISSELL will repair or replace (with new or remanufactured components or products), at BISSELL's option, free of charge from the date of purchase by the original purchaser, for three years any defective or malfunctioning part.

See information below on "If your BISSELL product should require service".

This warranty applies to product used for personal, and not commercial or rental service. This warranty does not apply to fans or routine maintenance components such as filters, belts, or brushes. Damage or malfunction caused by negligence, abuse, neglect, unauthorized repair, or any other use not in accordance with the user's guide is not covered.

If your BISSELL product should require service:

Contact BISSELL Consumer Services to locate a BISSELL Authorized Service Center in your area.

If you need information about repairs or replacement parts, or if you have questions about your warranty, contact BISSELL Consumer Services.

Website or E-mail:
www.bissell.com

Or Call:
BISSELL Consumer Services
1-800-237-7691
Monday – Friday 8 am - 10 pm ET
Saturday 9 am - 8 pm ET

Or Write:
BISSELL Homecare, Inc.
PO Box 1888
Grand Rapids, MI 49501
ATTN: Consumer Services

BISSELL IS NOT LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY NATURE ASSOCIATED WITH THE USE OF THIS PRODUCT. BISSELL'S LIABILITY WILL NOT EXCEED THE PURCHASE PRICE OF THE PRODUCT.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

***EXCEPTIONS AND EXCLUSIONS FROM THE TERMS OF THE LIMITED WARRANTY**
THIS WARRANTY IS EXCLUSIVE AND IN LIEU OF ANY OTHER WARRANTIES EITHER ORAL OR WRITTEN. ANY IMPLIED WARRANTIES WHICH MAY ARISE BY OPERATION OF LAW, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE WARRANTY DURATION FROM THE DATE OF PURCHASE AS DESCRIBED ABOVE.

Some states do not allow warranty limitations on how long an implied warranty last so the above limitation may not apply to you.

Don't forget to register your product!

Registering is quick, easy and offers you benefits over the lifetime of your product. You'll receive:

BISSELL Rewards Points
Automatically earn points for discounts and free shipping on future purchases.

Faster Service
Supplying your information now saves you time should you need to contact us with questions regarding your product.

Product Support Reminders and Alerts
We'll contact you with any important product maintenance reminders and alerts.

Special Promotions
Optional: Register your email to receive notice of offers, contests, cleaning tips and more!

Visit www.bissell.com/registration now!

BISSELL consumer services

For information about repairs or replacement parts, or questions about your warranty, call:

BISSELL Consumer Services
1-800-237-7691

Monday – Friday 8 am - 10 pm ET
Saturday 9 am - 8 pm ET

Or write:
BISSELL Homecare, Inc.
PO Box 1888
Grand Rapids MI 49501
ATTN: Consumer Services

Or visit the BISSELL website - **www.bissell.com**

When contacting BISSELL, have model number of cleaner available.
Please record your Model Number: _____
Please record your Purchase Date: _____

NOTE: Please keep your original sales receipt. It provides proof of purchase date in the event of a warranty claim. See Warranty on pages 14 and 15 for details.

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