ProHeat 2X®
Healthy Home

BISSELL®
WE MEAN CLEAN

USER'S GUIDE

66Q4 SERIES

3 Safety Instructions

4-5 Product View

6 Assembly

7-9 Special Features

9-17 Operation

17-19 Maintenance and Care

19-21 Troubleshooting

21 Consumer Services

22-23 Replacement Parts

24 Warranty

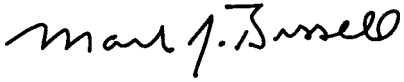
Thanks for buying a BISSELL ProHeat 2X Healthy Home

We're glad you purchased a BISSELL ProHeat 2X heated formula deep cleaner. Everything we know about floor care went into the design and construction of this complete, high-tech home cleaning system.

Your ProHeat 2X is well made, and we back it with a limited one-year 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 ProHeat 2X.

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 your ProHeat 2X®

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

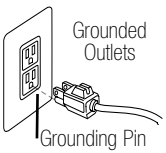
- Do not immerse.
- Use only on surfaces moistened by cleaning process.
- Always connect to a properly grounded outlet.
- See Grounding Instructions.
- Unplug from outlet when not in use and before conducting maintenance or troubleshooting.
- Do not leave machine when it is plugged in.
- Do not service machine when it is plugged in.
- 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.
- Use indoors only.
- Do not pull or carry by cord, use cord as a handle, close door on cord, pull cord around sharp corners or edges, run appliance over cord, or expose cord to heated surfaces.
- Unplug by grasping the plug, not the cord.
- Do not handle plug or appliance with wet hands.
- Do not put any object into appliance openings, use with blocked opening, or restrict air flow.
- Do not expose hair, loose clothing, fingers or body parts to openings or moving parts.
- Do not pick up hot or burning objects.
- Do not pick up flammable or combustible materials (lighter fluid, gasoline, kerosene, etc.) or use in the presence of explosive liquids or vapor.
- Do not use appliance 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 toxic material (chlorine bleach, ammonia, drain cleaner, gasoline, etc.).
- Do not modify the 3-prong grounded plug.
- Do not allow to be used as a toy.
- Do not use for any purpose other than described in this User's Guide.
- Do not operate the appliance unless the belt door is securely assembled in the location provided.
- Do not unplug by pulling on the cord.
- Use only manufacturer's recommended attachments.
- Always install float before any wet pick up operation.
- Use only cleaning products formulated by BISSELL for use in this appliance to prevent internal component damage. See the cleaning fluid section of this guide.
- Keep openings free of dust, lint, hair, etc.
- Do not point attachment nozzle at people or animals
- Keep appliance on a level surface.
- Turn off all controls before unplugging.
- Unplug before attaching the TurboBrush.®
- Be extra careful when cleaning stairs.
- Close attention is necessary when used by or near children.
- **WARNING:** The power cord on this product contains lead, a chemical known to the State of California to cause birth defects or other reproductive harm. ***WASH HANDS AFTER HANDLING***.

SAVE THESE INSTRUCTIONS.

THIS MODEL IS FOR HOUSEHOLD USE ONLY. Commercial use of this unit voids the manufacturer's warranty.

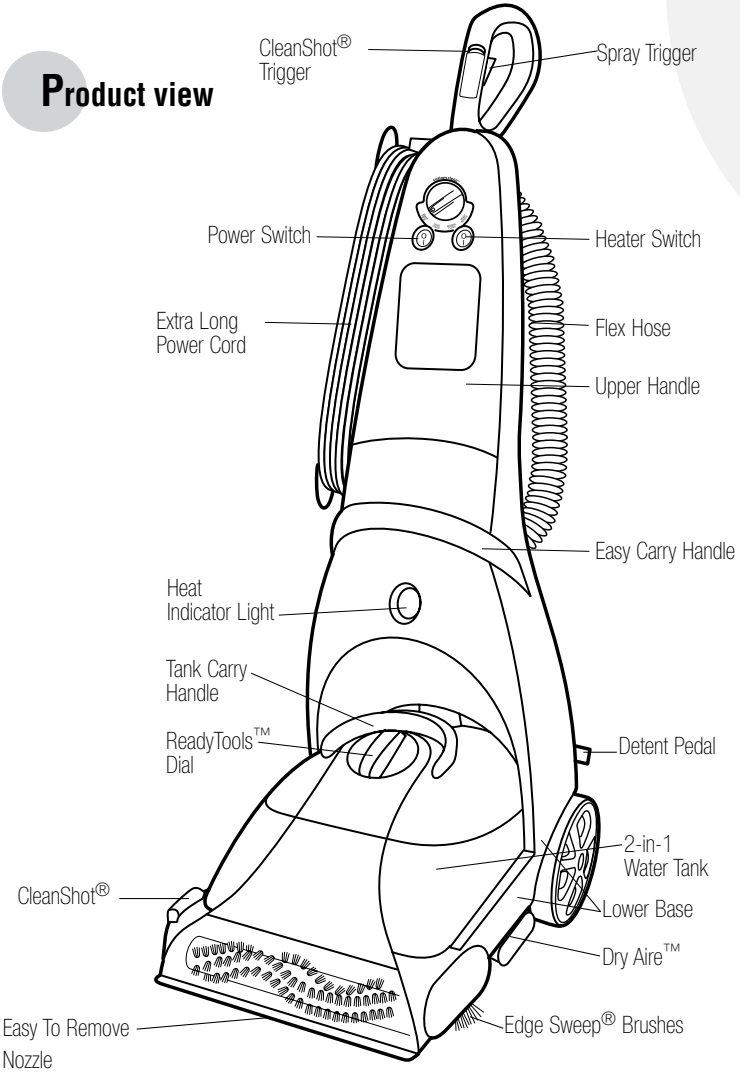
GROUNDING INSTRUCTIONS

This appliance must be connected to a grounded wiring system. If it should malfunction or break down, grounding provides a safe path of least resistance for electrical current, reducing the risk of electrical shock. The cord for this appliance has an equipment-grounding conductor and a grounding plug. It must only be plugged into an outlet that is properly installed and grounded in accordance with all local codes and ordinances.



⚠ WARNING: Improper connection of the equipment-grounding conductor can result in a risk of electrical shock. Check with a qualified electrician or service person if you aren't sure if the outlet is properly grounded. DO NOT MODIFY THE PLUG. If it will not fit the outlet, have a proper outlet installed by a qualified electrician. This appliance is designed for use on a nominal 120-volt circuit, and has a grounding attachment plug that looks like the plug in the drawing above. Make certain that the appliance is connected to an outlet having the same configuration as the plug. No plug adapter should be used with this appliance.

Product view

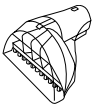


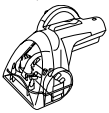
Accessories:

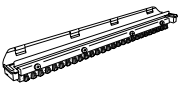
These items are available for purchase. To order replacement parts, additional tools or formulas, please refer to page 22-23.

3" Tough Stain Brush

4" Upholstery Tool


6" Stair Tool

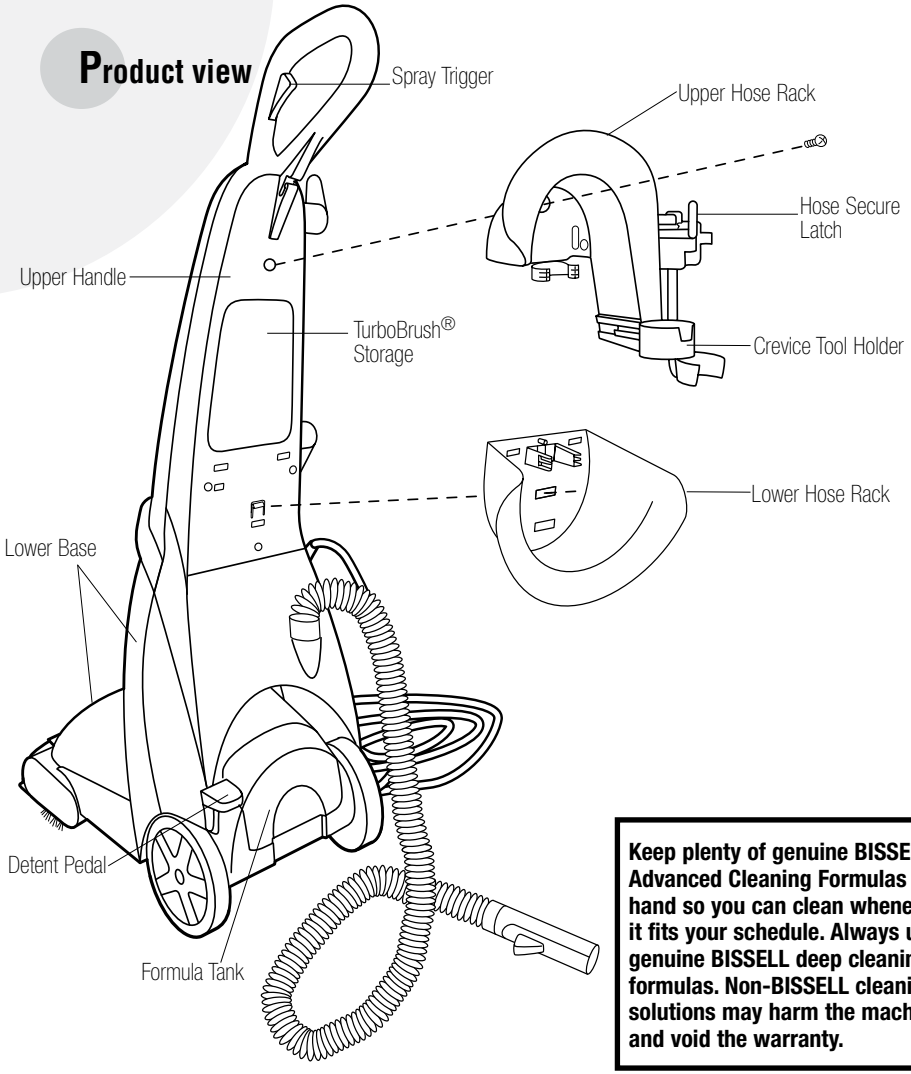

TurboBrush®


Hard Floor Attachment

Spraying Crevice Tool

Mesh Tool Bag (bag only)

Product view



Keep plenty of genuine BISSELL Advanced Cleaning Formulas on hand so you can clean whenever it fits your schedule. Always use genuine BISSELL deep cleaning formulas. Non-BISSELL cleaning solutions may harm the machine and void the warranty.

BISSELL Formulas:

These items are available for purchase. To order replacement parts, additional tools or formulas, please refer to page 22-23.

48 oz. BISSELL Fiber Cleansing™ Formula with Scotchgard™ Protector **#0710**

48 oz. BISSELL Multi- Allergen™ Formula with Scotchgard™ Protector **#0720**

48 oz. BISSELL Pet Stain and Odor™ Formula with Scotchgard™ Protector **#0730**

48 oz. BISSELL Natural Orange™ Extract Formula with Scotchgard™ Protector **#0740**

48 oz. BISSELL Lavender Essence Formula with Scotchgard™ Protector **#0750**

42 oz. BISSELL 3X Concentrated Fiber Cleansing Formula with Scotchgard™ Protector **#0716**

32 oz. BISSELL Hard Floor Solutions™ Formula **#0484**

22 oz. BISSELL Tough Stain PreCleaner™ **#4001**

How to use this guide

This user's guide has been designed to help you get the utmost satisfaction from your BISSELL ProHeat 2X. You'll find assembly and operating instructions, safety precautions, as well as maintenance and troubleshooting instructions. Please read this guide thoroughly before assembling your deep cleaner.

Pay particular attention to the product diagram, assembly instructions, and part names. Locate and organize all parts before assembly. Familiarize yourself with the parts and where they go. Following this user's guide will greatly enhance your ability to get the most performance from your BISSELL ProHeat 2X for many years.

⚠ WARNING:
Do not plug in your cleaner until you have completely assembled it per the following instructions and are familiar with all instructions and operating procedures.

Assembly

Your ProHeat 2X comes in three, easy to assemble components:

- Upper Handle
- Lower Handle
- Tool Caddy

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

1. Slide upper handle onto lower handle.

2. Screw 3 screws into the marked holes.

3. Place upper hose rack onto back of upper handle, and secure with tapered screw.

4. Place lower hose rack onto back of upper handle by pushing in and sliding down until it snaps into place.

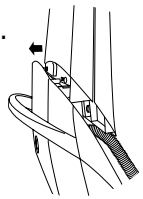
5. Snap tools into the tool caddy as shown in figure 5.

6. Wrap power cord and flex hose as shown in figure 5.

7. Keep flex hose snugly in place by using the hose secure latch.

ProHeat 2X assembly is now complete.

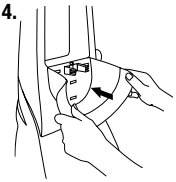
1.



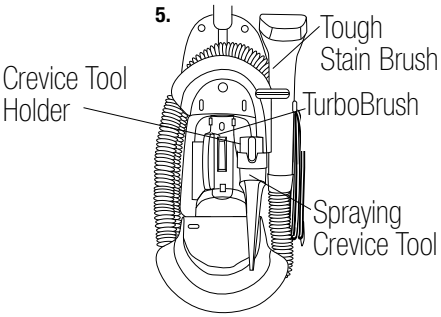
2.

3.

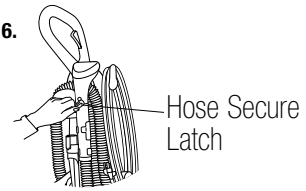
4.



5.



6.



Special features

Your BISSELL ProHeat 2X deep cleaner is a home cleaning system that uses the power of heat, brushes and cleaning formula to get the deep down dirt for a maximum clean. Not only does it come with a lot of unique features, it has been designed with you, the customer, in mind.

Built-in-Heater feature

BISSELL ProHeat 2X models all feature a patented built-in heater which will heat the hot tap water you put in up to 25 degrees hotter to safely optimize cleaning effectiveness. The heater will never allow the temperature to exceed 190 degrees. The heater switch on the front of the machine controls the heater so you have the option to turn off the heat if you are cleaning delicate wool or oriental rugs.

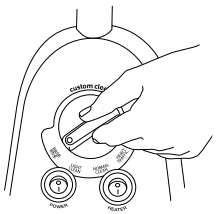
Dual DirtLifter® PowerBrushes

The two DirtLifter PowerBrush rolls are designed to enhance cleaning performance. The bristle pattern safely lifts out the deep down dirt while gently grooming carpet fibers. The floating suspension self-adjusts to all carpet heights and protects your carpet if you leave the power switch ON (I). Once the product is in the upright position, the brushes automatically stop spinning. The detent pedal will activate the brushes when floor cleaning.

Custom Clean®

The Custom Clean feature automatically mixes hot tap water with the BISSELL formula. Simply choose one of the 4 settings (heavy traffic, normal clean, light clean, or water rinse) and the ProHeat 2X will adjust the right amount of cleaning solution to mix with the heated water to fit your cleaning need.

Having a separate solution tank from the water tank also allows no waste of formula. Because the water and solution are stored separately, they are not mixed until you are ready to clean. When your cleaning job is finished, the formula can be stored ready to use in your machine for the next time!



(located on upper handle)

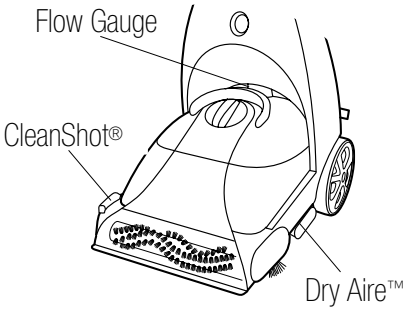
Special features

CleanShot®

The CleanShot feature gives you the ability to tackle tough stains with the push of a button. Cleaning solution is sprayed in a concentrated stream, penetrating the stain and allowing for better cleaning focus. Simply spray and suction and the stain is gone! CleanShot is especially effective for spots and stains that would otherwise take a lot of deep cleaning cycles to remove. It allows the cleaning formula and machine to do the work for you.

Dry Aire™

The Dry Aire system spreads hot air across the carpet to aid in drying. The feature runs while your machine is powered. Heated air is distributed from the bottom and back of the machine and blown across the carpet while you clean!



Flow Gauge

The flow gauge is located on the rear cover of your unit and is a convenient performance feedback indicator.

The flow gauge will spin when the trigger is depressed and:

- **There is liquid in both the clean water tank and the formula tank**

OR

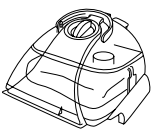
- **Custom Clean is set to rinse and there is water in the clean tank**

The flow gauge will stop spinning when:

- **The trigger is let go**
- **The unit runs out of clean water**
- **The unit runs out of cleaning formula**

2-in-1 water tank

Our 2-in-1 water tank full capacity system is designed with a heavy duty bladder inside for clean water. As you clean, the clean water in the bladder will empty and mix with the cleaning formula. Dirty water pulled out of your carpets will collect around the outside of the bladder so that clean and dirty water are always kept separate. This allows the user to maximize tank space, yet only carry one tank to and from the sink for emptying and filling.



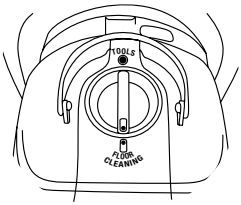
Special features

Easy to remove and clean nozzle

Now, cleaning up your machine after the cleaning process is easier than ever! Simply remove the 2-in-1 Tank and remove the screw to pop out the nozzle for rinsing in the sink. Dirt, loose carpet fibers and remaining pet hair or fuzz get washed away in a snap.

ReadyTools™ dial

This provides either floor cleaning or above floor cleaning with the turn of a knob. If choosing above floor cleaning for upholstery, stairs, or for those creases close to the baseboards, turn knob to "TOOLS" and choose the attachment appropriate for the job. Attach tool to the flex hose and you are ready to go. Be sure to turn knob back to "FLOOR CLEANING" when done.



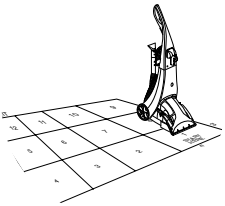
Scotchgard™ Protector

Carpet protection applied at the mill typically wears down over time from heavy foot traffic and everyday cleaning, including deep cleaning. To help restore this important protection, only BISSELL offers deep cleaning formulas with Scotchgard protector. This offers extra protection against dirt and tough stains to keep your carpets looking good longer.

To maintain your Scotchgard 5-year limited stain warranty, you no longer are required to hire a professional. By using your BISSELL ProHeat machine with BISSELL formulas containing Scotchgard protector every 12 months, your carpet warranty from 3M remains in effect. No other home deep cleaning system can do this for you. Refer to the Scotchgard protector warranty for details.

Operation

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. **Vacuum area** with a dry vacuum cleaner thoroughly before deep cleaning.
4. Plan your cleaning route to leave an exit path. It is best to begin cleaning in the corner farthest from your exit.

Operation

Before you clean (continued)

5. **Pretreating** (optional)
Pretreating is recommended to improve cleaning effectiveness for heavily soiled carpet in high traffic areas such as entryways and hallways.

Option A: BISSELL Tough Stain PreTreat

A. Spray the BISSELL Tough Stain Pre-treat formula onto heavy traffic areas, soiled areas, or stains.

B. Allow to penetrate for at least 3 minutes.

C. Clean as normal, using the BISSELL ProHeat 2X machine on the high traffic setting, following the instructions below.

Option B: CleanShot®

A. Set Custom Clean for the desired setting.

B. Press the CleanShot button and aim the focused stream onto the stain. Allow the formula to soak in for 30 seconds.

C. Run the machine over the stain to extract. Repeat as needed until the stain is gone.

D. Rinse if desired.

Carpet cleaning

1. **Fill the 2-in-1 Water Tank**. Remove the tank from the base of the machine by lifting up the tank carry handle. Carry like a bucket to the sink.

1a. Unlatch the top of the tank from the bottom by lifting up on the tank latch which is located on the back of the tank.

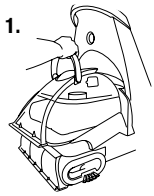
1b. Remove the top of the tank by lifting up on the handle.
Note how the lip on the top tank separates from the groove in the bottom tank. This placement is important when putting the tank back together

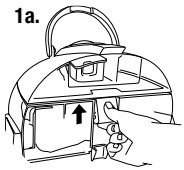
1c. Fill the heavy duty bladder with clean hot tap water.***Do not boil or microwave water as it can destroy the bladder.**

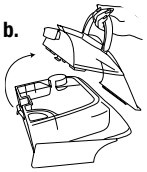
1d. Leaving the filled bottom of the tank on a flat surface, only maneuver the top of the tank. To attach the top part of the tank to the bottom, carefully hook the lip on the top tank into the groove on the bottom tank.

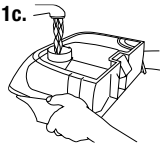
1e. Fasten tanks together by securing the latch in the back.
Note: Remember to secure the tank latch in the back and test to make sure it is secure before picking up the tank.

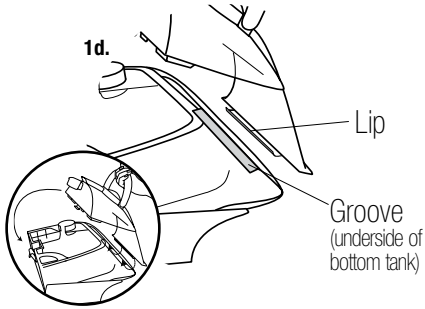
ATTENTION:
Some Berber carpets have a tendency to fuzz with wear. Repeated strokes in the same area with an ordinary vacuum or deep cleaner may aggravate this condition. Please see Stain Removal instructions on page 14.

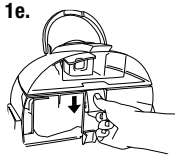












Operation

Carpet cleaning (continued)

2. **Remove formula tank** from back of machine.

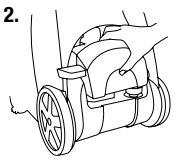
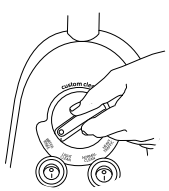
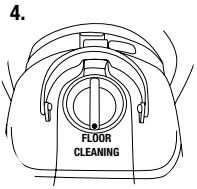
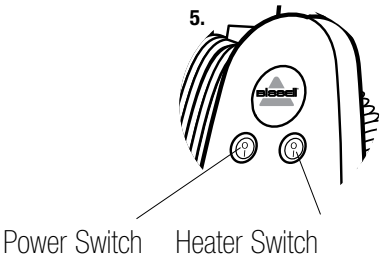
2a. **Fill the formula tank** by first unscrewing the cap and insert. Always use genuine BISSELL formulas to maximize cleaning and for the safety of your machine. Fill formula up to the line and replace the cap and insert. Place formula tank into the slot in the back of the machine for a snug fit.

2b. If using the BISSELL 3X Concentrated Formula: Add 3 capfuls of 3X Concentrated Formula to the formula tank, and then fill with hot water to the line.

3. **Set Custom Clean Dial.** Simply choose one of the 4 settings (heavy traffic, normal clean, light clean, or water rinse) and the ProHeat 2X will adjust the right amount of cleaning solution to mix with the heated water to fit your cleaning need.

4. **Set ReadyTools Dial** to the floor cleaning setting.

5. **Plug into a proper outlet** and turn the power and heater switches to the ON (I) position. Allow 1 minute for the built-in heater to warm-up before cleaning. The ProHeat 2X will be fully warmed and will provide optimal performance after a minute of continuous heated cleaning.

6. **Cleaning Strokes.** While pressing the trigger, make one slow forward wet pass and another one back. Let the built-in heater, formula, and DirtLifter PowerBrushes do the work for you. **Caution: Do not overwet.** Take care not to run over loose objects or edges of area rugs. Stalling brush may result in premature belt failure.

   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 the machine back in to reset the circuit breaker. Release the trigger and make one slow forward and backward pass over the same area to remove any residual dirty water and aid in drying. Repeat cleaning passes until solution being pulled up appears clean. Continue passes without pressing the trigger until you can't see any more water being pulled up.