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BISSELL®

TOTAL FLOORS®

MULTI SURFACE | MULTI CYCLONIC

USER'S GUIDE

52C2 SERIES

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product images may vary

Thanks for buying a BISSELL Total Floors® Vacuum

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

Your BISSELL Total Floors® vacuum is well made, and we back it with a limited 3-year warranty. We also stand behind it with a knowledgeable, dedicated Consumer Care 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 Total Floors® vacuum.

Thanks again, from all of us at BISSELL.

Mark J. Bissell
Chairman & CEO

IMPORTANT SAFETY INSTRUCTIONS

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

READ ALL INSTRUCTIONS BEFORE USING YOUR UPRIGHT VACUUM.

⚠ WARNING:

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

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

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

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.

Product view

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

*Select models include a Febreze® post-motor filter. For ordering information, turn to page 17.

**Select models may include Pet Hair Fabric Tool or Long Reach Dusting Tool

Febreze® and related trademarks are owned by The Procter & Gamble Company, Cincinnati, Ohio and used under license by BISSELL, Inc.

Assembly

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

Locate and install filters

IMPORTANT: Before using your vacuum, make sure that all filters (pre-motor and post-motor) are in place. Do not operate your vacuum without these filters. Your Total Floors vacuum comes pre-loaded with a post-motor foam filter. If you wish to use the post-motor Febreze® filter instead, locate the Febreze® filter in the vacuum carton and remove the filter from its packaging. Next, remove the post-motor foam filter from the filter door and insert the Febreze® filter in its place as is shown to the right (A). Do not use your vacuum without one of these filters in place. Do not use both filters together.

Attach handle to vacuum

1. Locate the carry handle. Remove the screw packet taped to the carry handle. There are three screws in this screw packet. Two screws are used to attach the upper handle and carrying handle to the vacuum base. One screw is used to attach the hose guide/tool caddy.
2. Stand the vacuum upright. From the back of the vacuum body, slide the base of the upper handle firmly into the grooves at the top of the vacuum body. Continue to push so that there are no gaps and the front of the handle is flush with the vacuum body.
3. With the upper handle firmly placed on the vacuum body, guide the carrying handle into place onto the back of the upper handle and insert two of the screws into the existing holes. (Reference the rear-facing product view on page 4 to see how the carry handle should look). Tighten screws securely with a Phillips screwdriver to anchor the carry handle to the upper handle and the upper handle to the vacuum body.

Attach the vacuum hose & tools

1. Attach the 3 hose/tool storage pieces to the back of the unit.
   - **a.** Attach the tool storage clip to the back of the handle by snapping the piece into the unit as shown. Push piece straight in until it snaps into place.
   - **b.** Attach the hose guide clip to the left side of the back of the vacuum. Insert tab at a 45 degree angle and turn clockwise so it snaps into place.

⚠ WARNING:

Plastic film can be dangerous. To avoid danger or suffocation, keep away from babies and children.

A.

1.

2. **3.**

a.

b.

c.

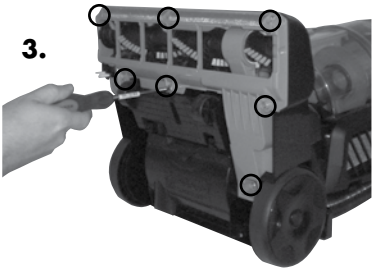
Check rotating floor brush and drive belt

You should check your vacuum cleaner's rotating floor brush and drive belt regularly for wear or damage. You should also clean the brush and the brush ends of strings, hair and carpet fibers. This type of debris can wrap around the brush and hamper its ability to effectively clean your carpet. Also remove any debris that has accumulated under the brush cover.

⚠ CAUTION:
To reduce the risk of injury from moving parts, turn off vacuum and disconnect power plug from electrical outlet.

1. Turn the power switch off and unplug the vacuum from the electrical outlet.
2. Place handle in low position and turn the vacuum cleaner over so the bottom side is facing up.
3. Unscrew and lift off the brush cover.
4. Remove the rotating floor brush.
5. Clean strings, hair and other debris from the rotating floor brush, paying particular attention to brush ends.
6. Clean strings, hair and other debris from the motor pulley, drive belt areas, and the brush ON/OFF power switch mechanism.
7. Check the drive belt carefully for wear, cuts, or stressed areas.
8. Check air passageway for obstructions. Remove debris from this area.
9. Replace belt and brush. Rotate brush toward motor pulley to seat the belt properly.
10. Place the brush cover back and secure with its screws.

3.



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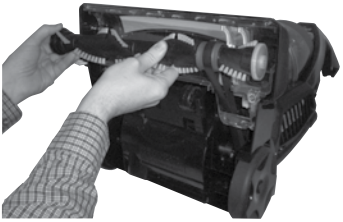
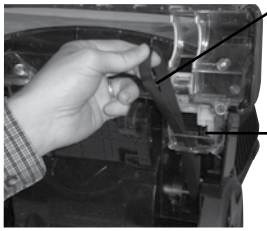


Replace drive belt

1. Turn the power switch off and unplug the vacuum from the electrical outlet. Remove floor brush following steps 2-4 on page 14.
2. With the rotating floor brush removed from the vacuum cleaner, grasp the old drive belt and remove from the motor pulley. Discard the old drive belt.
3. Place the new drive belt over the motor pulley, pass the belt through the opening of the belt ON/OFF mechanism and loop the belt over the rotating floor brush in the space between the bristles.

   NOTE: It is important that you use only genuine BISSELL replacement belts. Generic belts many not meet the exact specifications required to keep your vacuum operating at its peak performance. The use of unbranded belts could lead to early failure of the vacuum and could void your warranty.
4. Place ends of the rotating floor brush down into the slots on the sides. Alignment of brush ends is necessary to ensure the brush is fully inserted.
5. Turn the rotating floor brush by hand several times. If properly installed, the drive belt will center itself on the rotating floor brush crown.
6. Place the brush cover back and secure with its screws.

2.



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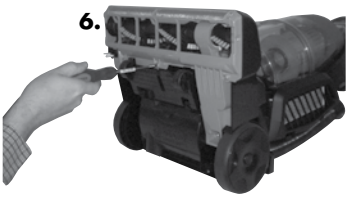

Troubleshooting – Total Floors®

Vacuum cleaner won't turn on

Possible causes	Remedies
1. Power cord not plugged in	1. Check electrical plug
2. Blown fuse/tripped breaker	2. Check/replace fuse or reset breaker

Vacuum cleaner won't pick up dirt

Possible causes	Remedies
1. Incorrect height adjustment	1. Adjust powerfoot to correct height setting
2. Hose not attached to suction opening	2. Grasp quick reach handle and firmly push hose wand onto the suction opening
3. Crack or hole in hose	3. Check hose and replace if needed
4. Broken or worn drive belt	4. Replace drive belt, see page 15
5. Rotating floor brush bristles worn	5. Replace brush
6. Rotating floor brush jammed	6. Remove brush and clean debris from brush ends
7. Clog in vacuum- hose/ foot/ body	7. Follow instructions on page 12 for clearing clogs
8. Dirt container full	8. Empty dirt container
9. Dirt container or upper tank not installed properly	9. Position correctly and lock in place
10. Filters are dirty	10. Check and clean pre-motor and post-motor filters

Tools won't pick up dirt

Possible causes	Remedies
1. Crack or hole in hose	1. Check hose and replace if needed
2. Clog in vacuum	2. Follow instructions on page 12 for clearing clogs
3. Dirt container full	3. Empty dirt container
4. Dirt container or upper tank not installed properly	4. Position correctly and lock in place
5. Filters are dirty	5. Check and clean pre-motor and post-motor filters

Vacuum cleaner is difficult to push

Possible causes	Remedies
1. Incorrect height adjustment	1. Adjust powerfoot to correct height setting

Visible dirt escaping from cleaner

Possible causes	Remedies
1. Dirt container full	1. Empty dirt container
2. Filters missing or installed incorrectly	2. Check pre-motor and post-motor filters for correct installation

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.

Replacement parts – Total Floors®

Below please find a list of common replacement parts. While not all of these parts may have come with your specific machine, all are available to you for purchase, if desired.

Item	Part No.	Part Name
1	203-1730	Drive Belt
2	203-1739	Twist 'n Snap Hose
3	203-1751	Brush Roll
4	3290	Style 14 Pre-Motor Foam Filter
5	32076	Style 7 & 9 Post-Motor Filter
6	27W8	Style 7 & 9 Post-Motor Febreze® Filter
7	203-1729	Inner Cyclone Assembly
8	203-1733	Pet Strip Left and Right

Not all parts are included with every model.

Accessories – Total Floors®

Item	Part No.	Part Name
1	203-1740	Crevice Tool
2	203-7529	Pet TurboEraser Tool
3	203-1741	Pet Hair Fabric Tool
4	203-1228	Dusting Brush/Upholstery Tool
5	203-1368	Pet Contour Tool®
6	98Q1-A	Shedaway® Pet Groom Attachment
7	203-2447	TurboBrush® Tool
8	203-1787	Long Reach Dusting Tool
9	203-8296	Furniture Tool
10	203-1768	Extension Wand

Not all parts are included with every model.

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2

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Warranty – BISSELL Total Floors® Vacuum

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 Care by E-mail, telephone, or regular mail as described below.

Total Floors® 52C2W – 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 Care 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 Care.

Website or E-mail:
www.bissell.com

Or Call:
BISSELL Consumer Care
1-800-237-7691
Monday – Friday 8 am - 10 pm ET
Saturday 9 am - 8 pm ET
Sunday 10am - 7pm

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

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 3 YEAR 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 allows us to serve you better over the lifetime of your product. You'll receive:

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

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

Product Support Alerts
We'll contact you with any important product alerts.

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

Visit bissell.com/registration now!

BISSELL consumer care

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

BISSELL Consumer Care
1-800-237-7691

Monday - Friday	8 am — 10 pm ET
Saturday	9 am — 8 pm ET
Sunday	10 am— 7 pm ET

Or write:
BISSELL Homecare, Inc.
PO Box 3606
Grand Rapids MI 49501
ATTN: Consumer Care

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 page 19 for details.

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Visit our website at:
www.bissell.com