BISSELL®

WE MEAN CLEAN

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Register your product today!
See details on back page

TRIlogy™ 3 WAYS TO CLEAN

TRIlogy™ pet 3 WAYS TO CLEAN

TRIPLEclean PROFESSIONAL™

USER'S GUIDE
81M9 SERIES

2 Thank You

3 Safety Instructions

4 Product View

5-6 Assembly

6-9 Operations

10-15 Maintenance and Care

16-17 Troubleshooting

18 Replacement Parts

18 Accessories

19 Warranty

20 Product Registration

20 Consumer Care

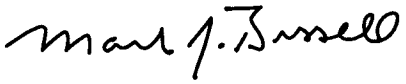
Thanks for buying a BISSELL vacuum

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 BISSELL vacuum is well made, and we back it with a limited three 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 BISSELL 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.

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.
- 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.
- Unplug before attaching the TurboBrush® Tool.
- 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.
- Brush may unexpectedly restart. Unplug from outlet when cleaning or servicing
- Allow carpet cleaning solution to dry completely before vacuuming.

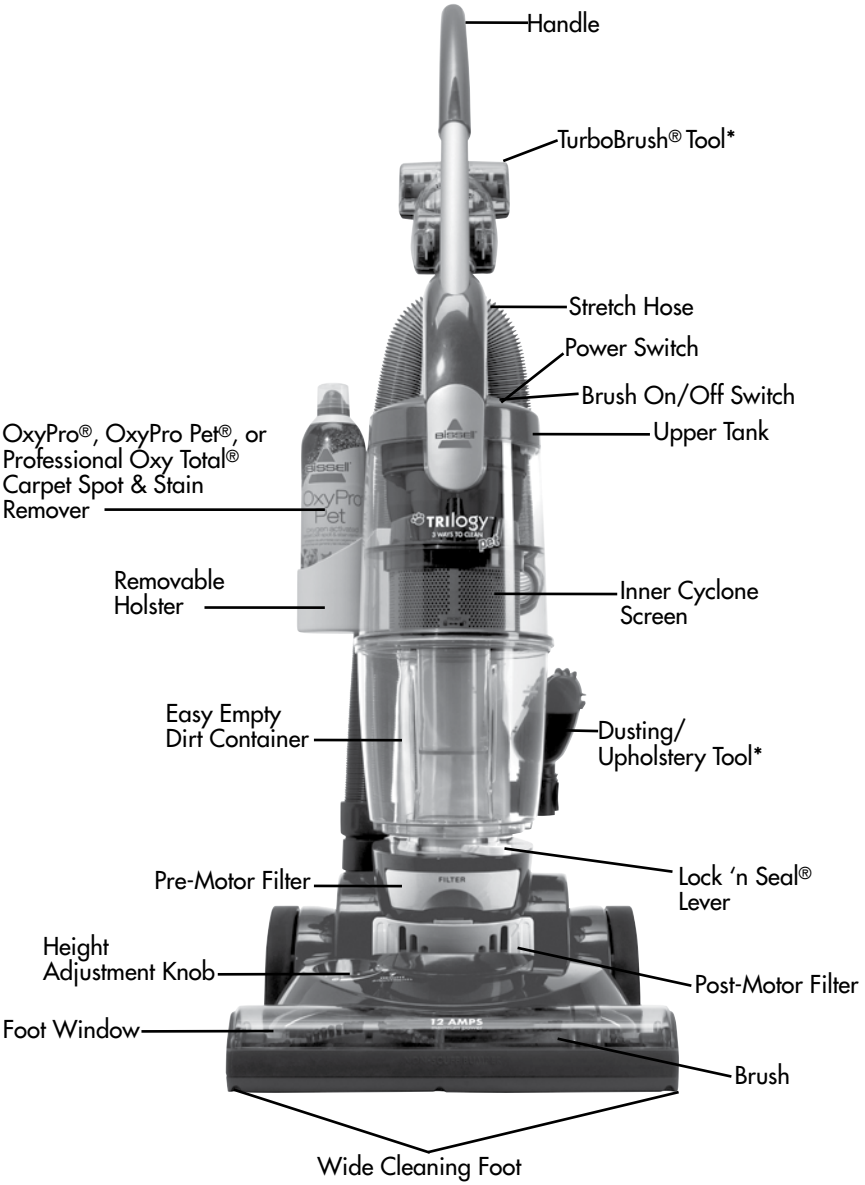
SAVE THESE INSTRUCTIONS FOR FUTURE USE

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



*Accesories may vary

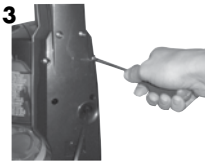
Assembly

Tools needed: Philips head screwdriver.

Attach handle to vacuum

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

1. Locate vacuum handle and the bag that contains extension wand support, lower cord wrap, and screws.
2. Stand vacuum upright and from the back of the vacuum, slide the base of the handle firmly into the grooves at the top of the vacuum body. Continue to push so there are no gaps and the front of the handle is flush with front of the vacuum body.
3. Insert two of the four screws provided into the existing holes and tighten with screw driver to fasten handle to vacuum body.

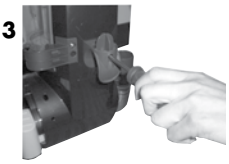


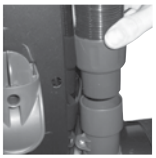
Attach storage clips, tool, and vacuum hose

1. Locate the bag that contains extension wand support, lower cord wrap, and remaining two screws.
2. Attach extension wand support half way down on the back of the vacuum body. Insert one screw and tighten with screwdriver.
3. Attach lower cord wrap to back of the vacuum (position toward bottom of vacuum body). Insert remaining screw and tighten securely with screwdriver.
4. Attach Twist 'n Snap™ hose by lining up the tabbed end of the hose into the opening by the clear tank on the back of the vacuum. Twist to the right to lock into place.
5. Insert opposite hose end base into suction inlet on the side of vacuum near the wheel.

   NOTE: The vacuum will not operate effectively unless the hose is firmly attached.
6. Store crevice tool into the extension wand and snap into extension wand support on the back of the vacuum.
7. Slide dusting brush into the storage clip on the right side of vacuum (when viewing from front). Model 81M9-1 comes with Pet Contour tool® that stores in same place.
8. Store TurboBrush® Tool in the hole marked "tool" on the top of the handle arch.

   NOTE: Model 81M9-1 comes with Pet TurboBrush® Tool.





Assembly

1. Locate the bag that contains carpet spot & stain remover holster and can.
2. Attach holster to left side of vacuum (when viewing from front) by lining up the two tabs on the back side of the holster with the two openings on the vacuum. Push holster down to lock into place.
3. Place provided can of carpet spot & stain remover*into holster. Follow instructions on page 8 for carpet spot & stain remover.*

Power cord

To store power cord, wrap cord around upper cord wrap and lower extension wand support. Use clip on the end of the plug to attach plug to the cord.

To release power cord, rotate the upper cord wrap down and gently pull off cord.

Power switch

The power button is located just below the handle on the right side of the vacuum when viewing from the front. "ON" (I) "OFF" (O).

NOTE: Rotating brush will not turn on unless the unit is in reclined position and brush switch is on.

Brush ON/OFF switch

Brush ON/OFF is located just below the handle on the right side of the vacuum when viewing from the front. Push the rocker switch ON- (I) to turn brush on for most carpeted surfaces, when "ON" the brush will start rotating when unit is in reclined position. Push rocker switch OFF – (O) to turn brush off for bare floor cleaning or other delicate surfaces.

Brush reset feature

If an object becomes lodged in the foot and brush shuts off, turn the vacuum off and unplug from electrical outlet. Remove the obstruction and the brush will automatically reset when the vacuum is plugged and turned back on.

Thermal motor protection

An internal thermal protector has been designed into your cleaner to protect it from overheating. When the thermal protector activates, the main vacuum motor will stop operating. If this happens, proceed as follows.

1. Turn the cleaner OFF and unplug from electrical outlet.
2. Check the cleaner for the source of overheating problem (i.e. full dirt cup, dirty filters or clog).
3. Fix the problem by following the steps in the maintenance section of the user guide.
4. When the motor cools for approximately 30 minutes, the thermal protector automatically resets and cleaning may continue. If the cleaner will not turn on or the thermal protector continues to activate, your cleaner may need servicing. Call BISSELL Consumer Care or visit the website to locate an authorized Service Center.

   NOTE: The thermal protector controls the main vacuum motor only, not the brush motor. If the thermal protector activates, the brush will continue to operate normally; however, there will be no suction.

Clearing clogs

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

1. Turn power OFF. Unplug power cord from electrical outlet.
2. Empty Dirt Container and check upper tank for build up or clogs. If you notice a clog in the upper tank, remove the inner cyclone screen as instructed on page 10.
3. Check the pre-motor filter and clean as necessary as instructed in Cleaning Pre-Motor Filter section.
4. Check the post-motor filter and replace if necessary as instructed in Replacing Post-Motor Filter section. Please note that the white, pleated post-motor filter is not washable and must be replaced.
5. Grasp hose end and separate from hose base located towards bottom of the vacuum by the wheel. Check for a clog in the hose or in hose base. If you notice a clog in the base of the vacuum, remove the screw at the top left of the hose base. Lay the hose base flat and unclog with a long, narrow object such as a broom handle. Be sure to reassemble hose base with screw before operating vacuum.
6. Remove the Twist 'n Snap hose end from the vacuum by turning to the left. Straighten the hose and unclog with a long, narrow object such as a broom handle.
7. If clog persists, follow instructions for checking the rotating brush and drive belt on page 12 and inspect air passageway for obstructions.

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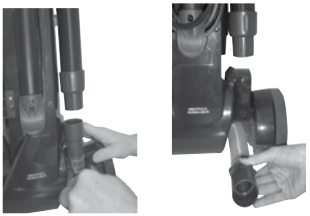

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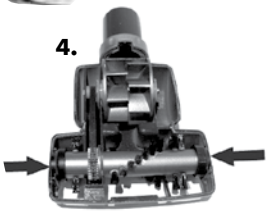
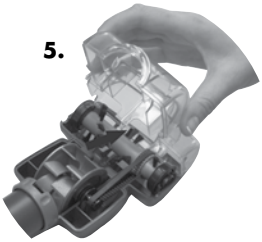
TurboBrush® Tool maintenance

Note: Model 81M9-1 comes with the Pet TurboBrush® Tool and follows same maintenance instructions.

1. Turn power OFF. Unplug vacuum cord from electrical outlet
2. Twist collar so opening is at the top and lift top cover to remove
3. Remove the brush from the drive belt to clean debris.
4. Reposition the drive belt on the brush, and place ends of brush in slots on the side.
5. Reposition top cover making sure to line up inside tab at the front with the opening of the cover. Twist collar until opening is at the bottom to lock into place.





Tip:

TurboBrush® may not be turning due to loss of suction. Refer to page 14 for checking and clearing clogs.

Troubleshooting

⚠ WARNING:
To reduce the risk of electric shock, turn power OFF and disconnect polarized plug from electrical outlet before performing maintenance or troubleshooting.

Vacuum cleaner won't turn on

Possible causes	Remedies
1. Power cord not plugged in	1. Check electrical plug
2. Blown fuse/tripped breaker in home	2. Check/replace fuse or reset breaker
3. Damaged power cord	3. Unplug, check for damage, have cord replaced at an authorized service center if necessary
4. Thermal protector activated	4. Allow cleaner to cool for 30 minutes, see page 13

Vacuum cleaner and tools won't pick up dirt

Possible causes	Remedies
1. Incorrect height adjustment	1. Adjust powerfoot to correct height
2. Hose not attached to suction opening	2. Firmly push hose wand into hose wand base
3. Twist 'n Snap hose not securely attached	3. Make sure Twist 'n Snap hose is snapped into locked position
4. Crack or hole in hose	4. Check hose and replace if needed
5. Broken or worn drive belt	5. Replace drive belt, see page 12
6. Rotating floor brush bristles worn	6. Replace brush, see page 12
7. Rotating floor brush jammed	7. Remove brush and clean debris from brush ends
8. Clog in vacuum	8. Clear clogs, see page 14
9. Dirt container full	9. Empty dirt container, see page 10
10. Dirt container not installed properly	10. Position correctly and lock in place, see page 10
11. Filters are dirty	11. Check pre-motor and post-motor filters, see page 11
12. TTurboBrush® Tool is clogged or debris is wrapped	12. See page 15 for Maintaining TurboBrush® Tool around the brush roll

Brush not rotating

Possible causes	Remedies
1. Brush switch turned to "Off"	1. Make sure brush switch is in "On" position and handle is reclined.
2. Vacuum is in upright position	2. Recline vacuum to operate brush
3. Brush is jammed	3. Remove obstruction or debris, see page 14, unplug cleaner to reset brush, see page 13
4. Brush needs to be reset	4. Unplug cleaner to reset brush, see page.13

Vacuum cleaner is difficult to push

Possible causes	Remedies
1. Incorrect height setting	1. Adjust powerfoot to correct height setting see, page 7

Troubleshooting

Visible dirt escaping from cleaner

Possible causes	Remedies
1. Dirt container full	1. Empty dirt container, see page 10
2. Filters missing or installed incorrectly	2. Check pre-motor and post-motor filters for correct installation, see page 11
3. Dirt container installed incorrectly	3. Pull out and re-insert dirt container correctly, see page 10

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 – BISSELL vacuum

Item	Part No.	Part Name
1	203-1520	Drive Belt
2	203-1512	Foot Brush Roll
3	203-1509	Pre-Motor Foam Filter
4	203-1510	Post-Motor Filter
5	203-7930	Holster
6	13A2	OxyPro® Carpet Spot and Stain Remover
7	13A2-1	OxyPro® Pet Carpet Spot & Stain Remover
8	95C9	Professional Oxy Total® Carpet Spot & Stain Remover

1 **2** **3** **4**

5 **6** **7** **8**

Additional accessories

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

Item	Part No.	Part Name
1	203-1056	Crevice Tool
2	203-7933	Dusting Brush/Upholstery Tool
3	203-1429	TurboBrush® Tool
4	203-1068	Extension Wand
5	203-1507	Twist 'n Snap Vacuum Hose
6	203-7936	Pet TurboBrush® Tool
7	203-1291	Pet Contour Tool®

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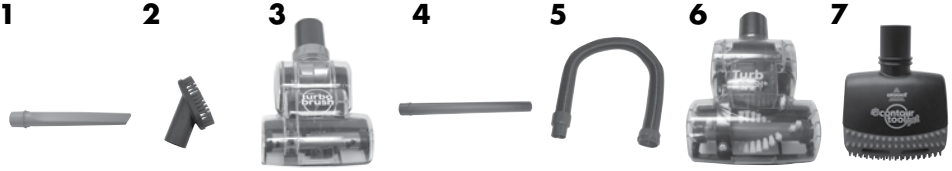

Warranty – BISSELL Vacuum

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.

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
Use the "Customer Care" tab.

Or Call:
BISSELL Consumer Care
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 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 THREE YEAR DURATION FROM THE DATE OF PURCHASE AS DESCRIBED ABOVE.

Some states do not allow 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 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

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 page 19 for details.

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Part Number 110-4288
Rev 5/12
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www.bissell.com