BISSELL®

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Register your product today!
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VELOCITY® bagged REWIND

bag inside

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3863 SERIES

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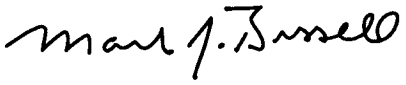
Thanks for buying a BISSELL vacuum

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 two-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.
- Unplug before attaching the TurboBrush.
- 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 dust bag and 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.
- Hold plug when rewinding onto cord reel. Do not allow plug to whip when rewinding.

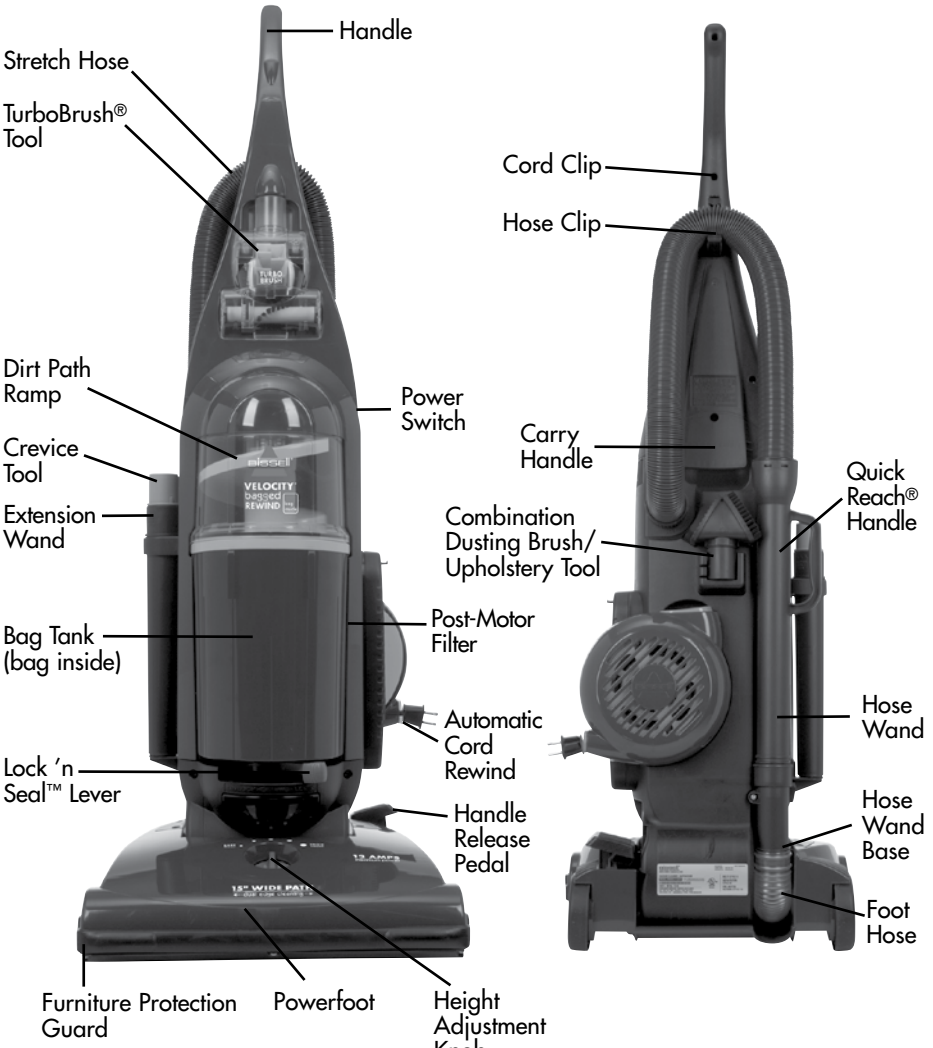
SAVE THESE INSTRUCTIONS FOR FUTURE USE

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



⚠ WARNING:
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

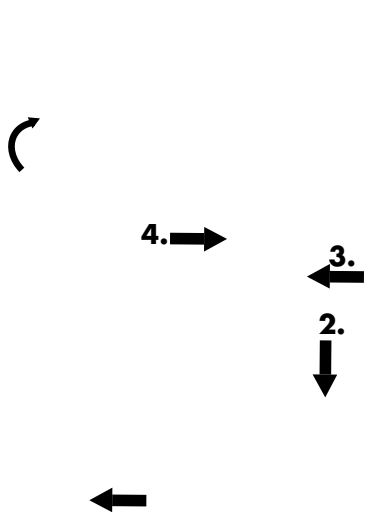
The only tool you'll need to assemble your vacuum cleaner is a Phillips-head screwdriver.

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. Line up tabs on the base of the Twist 'n Snap hose with the corresponding notches on the hose collar. Turn the hose to the right to lock into place.
2. Grasp the Quick Reach Handle and slide the end of the hose into the hose wand base. Snap the hose into the upper hose clip on handle.
3. Slide the extension wand and crevice tool together into storage clip.
4. Snap the combination tool into the storage clip.
5. Attach the TurboBrush Tool by lining up with base of holder in handle and push back to snap into place.



Clearing a clog

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.

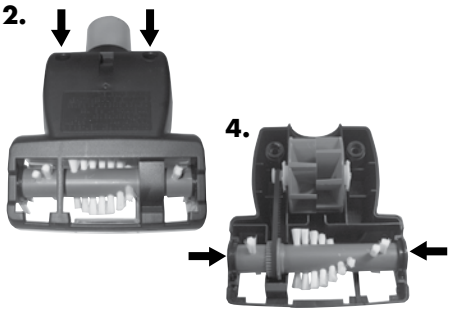
1. Turn power OFF. Unplug the vacuum from electrical outlet.
2. Remove the Bag Tank from the vacuum cleaner by sliding the Lock 'n Seal lever from right to left into the "Unlock" position. Check the upper tank for debris build-up or clogs.
3. To check the suction inlet for a clog, remove the Dirt Path Ramp by twisting clockwise and pulling the ramp straight down out of the upper tank. The suction inlet is located in the upper right corner of the upper tank.
4. Grasp the Quick Reach Handle and lift up to separate the Hose Wand from the Hose Wand Base to check for clogs in the base, the wand, and the hose.
5. Remove the screw attaching the Hose Wand Base to the vacuum. Straighten the Hose Wand Base and unclog with a long, narrow object such as a broomstick.
6. If the clog persists, follow the instructions for checking the rotating floor brush on page 10 and inspect the air passageway for obstuctions.

3.

5.

TurboBrush Tool maintenance

1. Turn power OFF. Unplug vacuum cord from electrical outlet.
2. Turn tool so bottom side faces up and remove the two screws.
3. Remove the faceplate and clear any obstructions
4. Remove the brush from the drive belt to clean debris.
5. Reposition the drive belt on the brush, and place ends of brush in slots on the side. Reposition faceplate and secure with two screws.



Troubleshooting

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

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
3. Damaged cord	3. Refer to a BISSELL authorized service center for repair or replacement

Vacuum cleaner won't pick up

Possible causes	Remedies
1. Clog in hose or elsewhere in vacuum	1. Follow instructions on page 11 for clearing clogs
2. Filters are dirty	2. Check and clean or replace pre-motor and post-motor filters, see page 9
3. Dirt container is full	3. Empty dirt container
4. Hose not attached properly	4. Grasp quick reach handle and firmly push hose wand onto the hose wand base
5. Dirt container or upper tank not installed properly	5. Position correctly and lock in place
6. Incorrect height adjustment	6. Adjust powerfoot to correct height setting
7. Crack or hole in hose	7. Check hose and replace if needed
8. Broken or worn drive belt	8. Replace drive belt, see page 10
9. Rotating floor brush jammed	9. Remove brush and clean debris from brush ends
10. Rotating floor brush bristles worn	10. Replace brush

Tools won't pick up

Possible causes	Remedies
1. Clog in hose or elsewhere in vacuum	1. Follow instructions on page 11 for clearing clogs
2. Filters are dirty	2. Check and clean or replace pre-motor and post-motor filters, see page 9
3. Dirt container is full	3. Empty dirt container
4. Dirt container or upper tank not installed properly	4. Position correctly and lock in place
5. Crack or hole in hose	5. Check hose and replace if needed

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

Cord will not retract

Possible causes	Remedies
1. Cord is knotted or twisted	1. Follow instructions on page 7

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

Item	Part No.	Part Name
1	3267	Febreze® BISSELL bag model 3267 (3-pack)
2	9932	BISSELL bag model 3267 (3-pack)
3	32074	Style 9 Drive Belt (2-pack)
4	203-2468	Hose Assembly
5	203-2449	Brush Dowel (15")
6	32076	Style 7/9/16 Post-Motor Filter
7	203-2623	Pre-Motor Filter
8	203-1215	Pre-Motor Filter

1/2

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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	203-2447	TurboBrush Tool
2	203-1063	Crevice Tool
3	203-1059	Combination Dusting/Upholstery Brush
4	203-1084	Extension Wand

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Warranty

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 Two-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 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.

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 ET

Or Write:
BISSELL Homecare, Inc.
PO Box 3606
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 TWO 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.

NOTE: Please keep your original sales receipt. It provides proof of date of purchase in the event of a warranty claim.

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
Sunday	10am — 7pm 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 15 for details.

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Part Number 110-4606
Rev 09/12
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www.bissell.com