

# Troubleshooting

## Bissell Powerwash Delux BS-1694F

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Consumer states unit will **not spray to the floor** and **no spray from the upholstery tool**

### Solution 1:

Has Tank-in-tank been emptied and refilled and has the SmartMix (solution) bottle been filled with solution?

No, empty and refill water tank and fill SmartMix bottle (solution bottle) with Bissell Solution, problem solved

Yes

Remove SmartMix bottle from unit

Is the black o-shaped ring on the SmartMix cap insert fitted securely over the straw?

No, tighten o-shaped ring securely over straw, problem solved

Yes

Is there liquid in the SmartMix reservoir?

Yes

No

Check the black and red tank gasket on the SmartMix bottle cap and on the bottom of the Tank-in-Tank. Is gasket lodged in base of unit or has it been lost?

The neck of the SmartMix bottle may be undersized, hence the cap will not make proper contact with the unit.

No

Yes, reattach gasket by pushing the red rounded portion over the lip of the bottom of the Tank-in-Tank assembly or solution tank insert or order new gasket if appropriate.

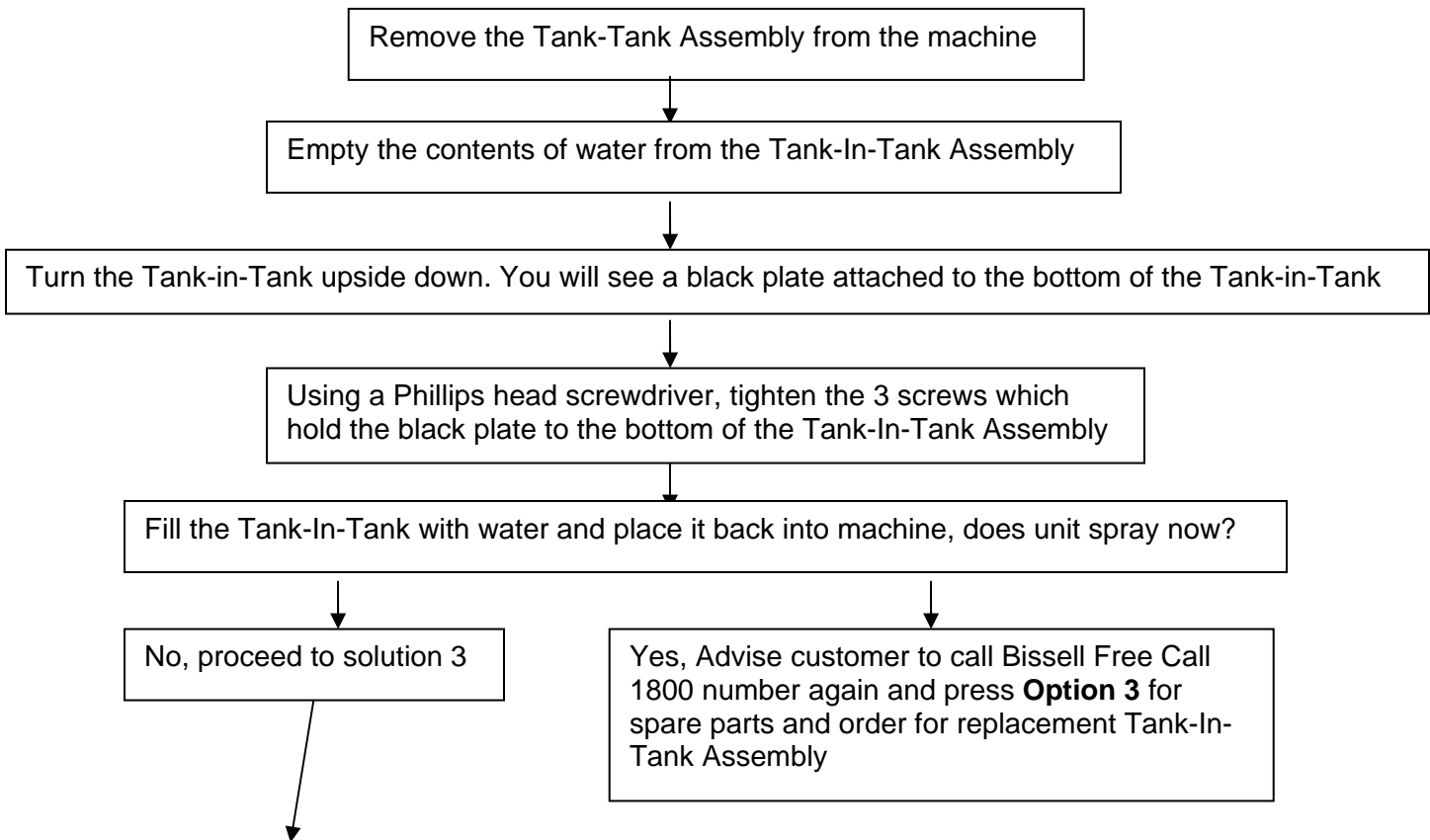
Advise customer to call Bissell Free Call 1800 number again and press **Option 3** for spare parts and order replacement SmartMix bottle

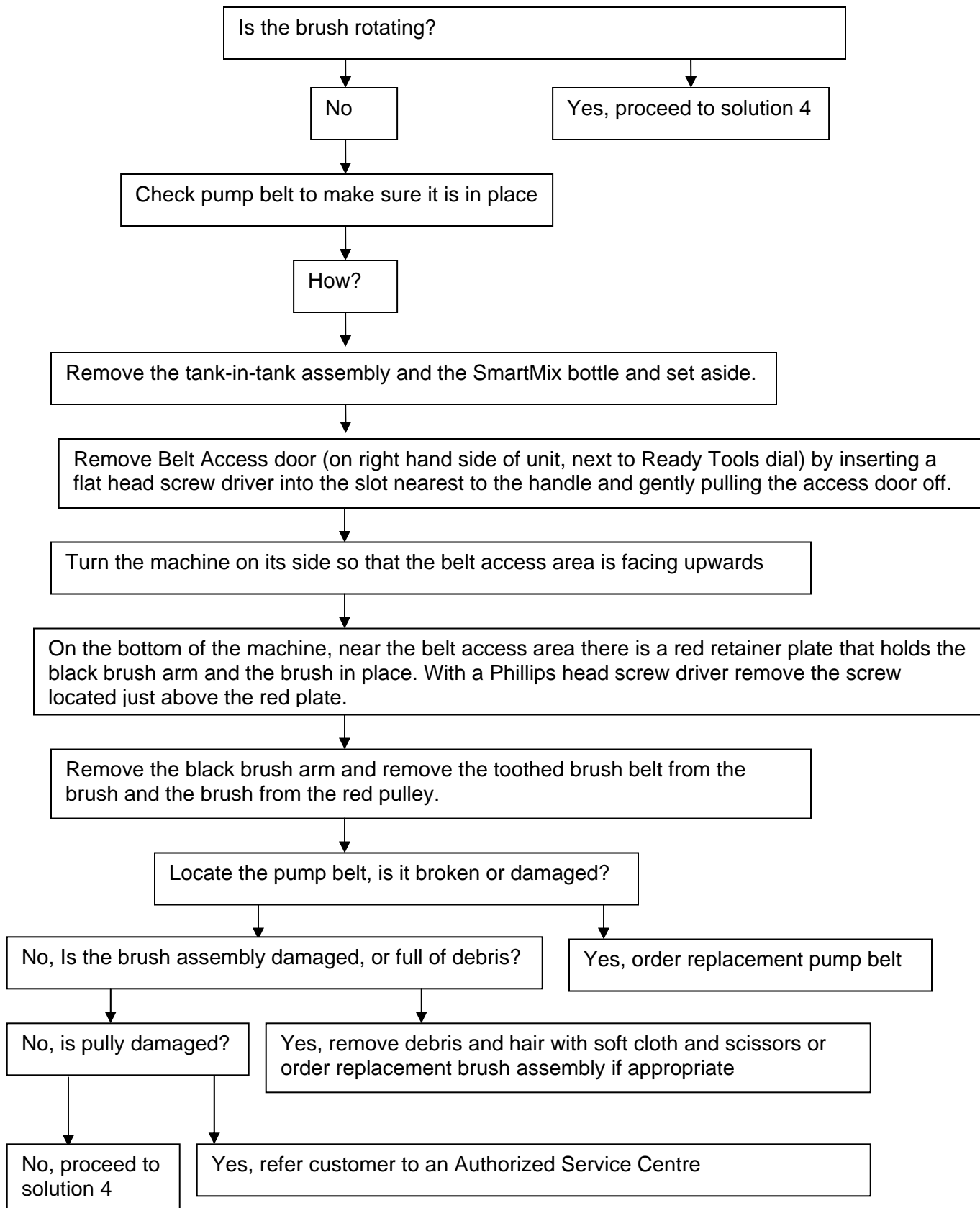
Remove tank-in-tank assemble from unit.

Turn tank-in tank upside down. On the bottom of tank there is a red and black valve. Hold the tank upright and push in the black X valve. Does water come through the X valve?

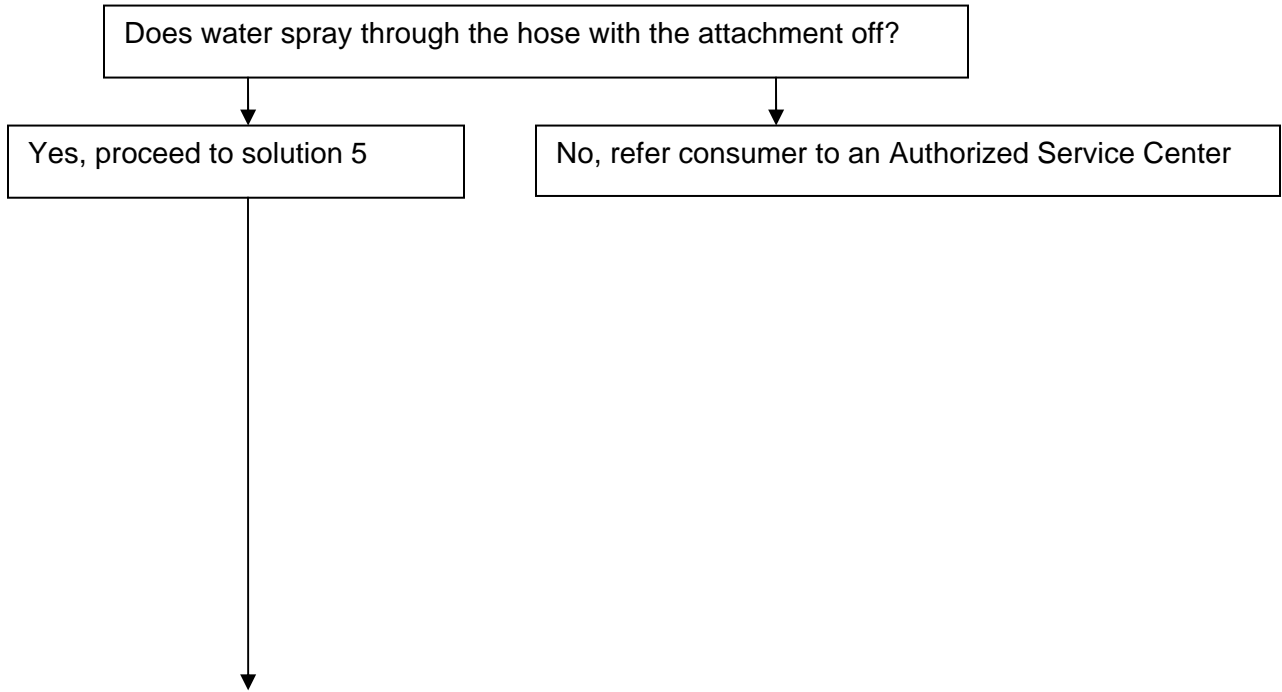
Yes, proceed to solution 2

No, X valve may be blocked internally. Advise customer to call Bissell Free Call 1800 number again and press **Option 3** for spare parts and order replacement Tank-in-Tank Assembly

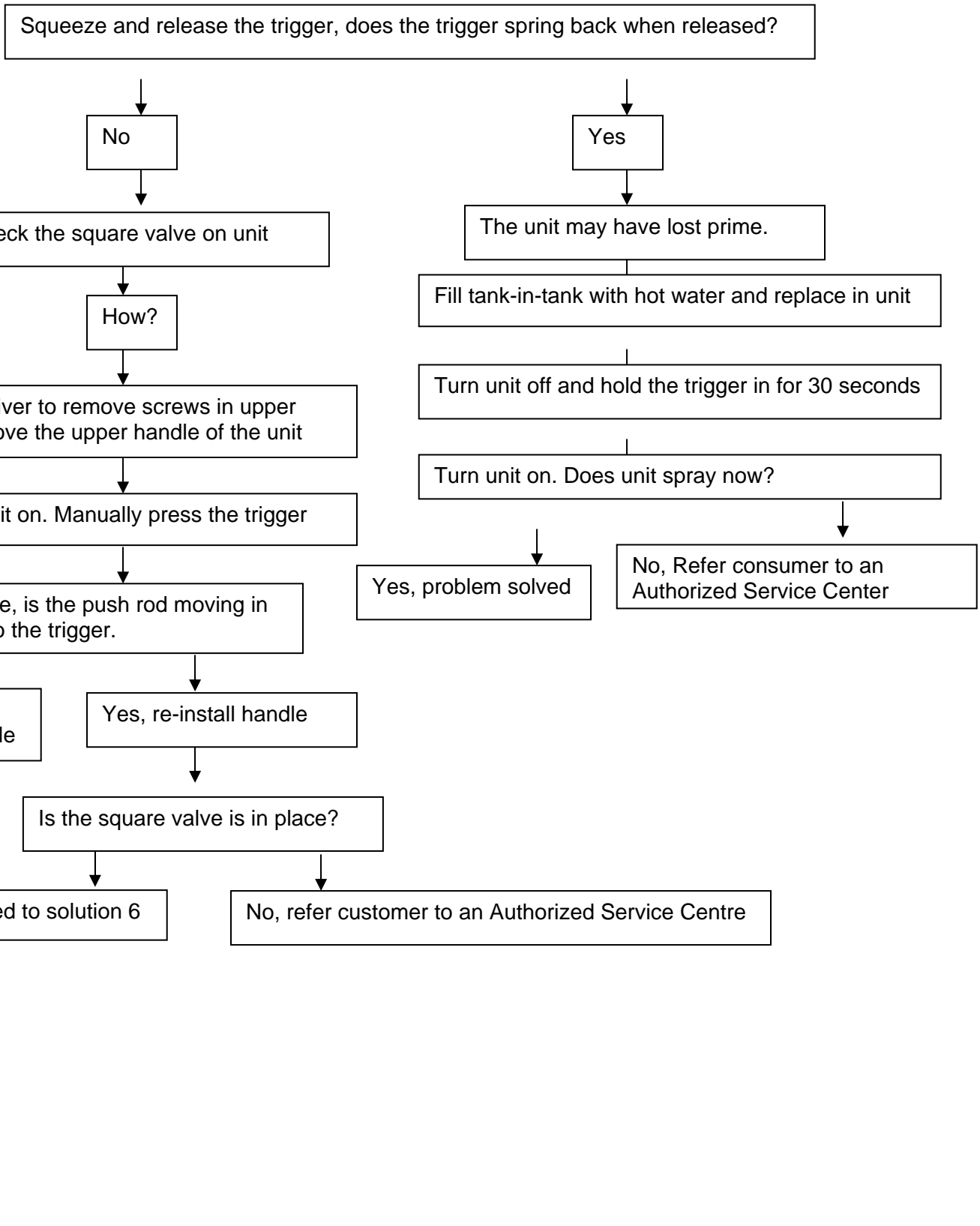
**Solution 2:**

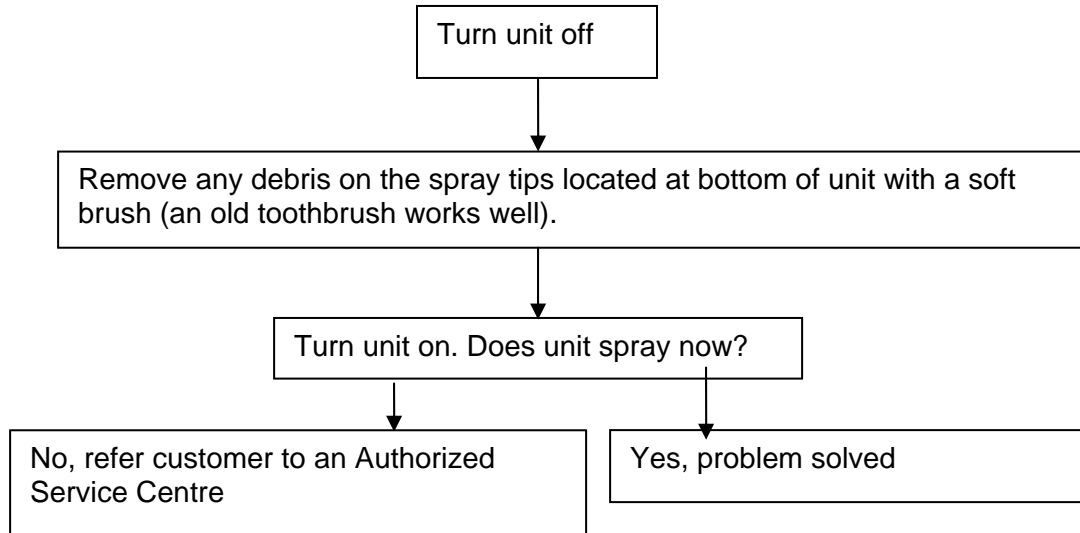
**Solution 3:**

**Solution 4:**



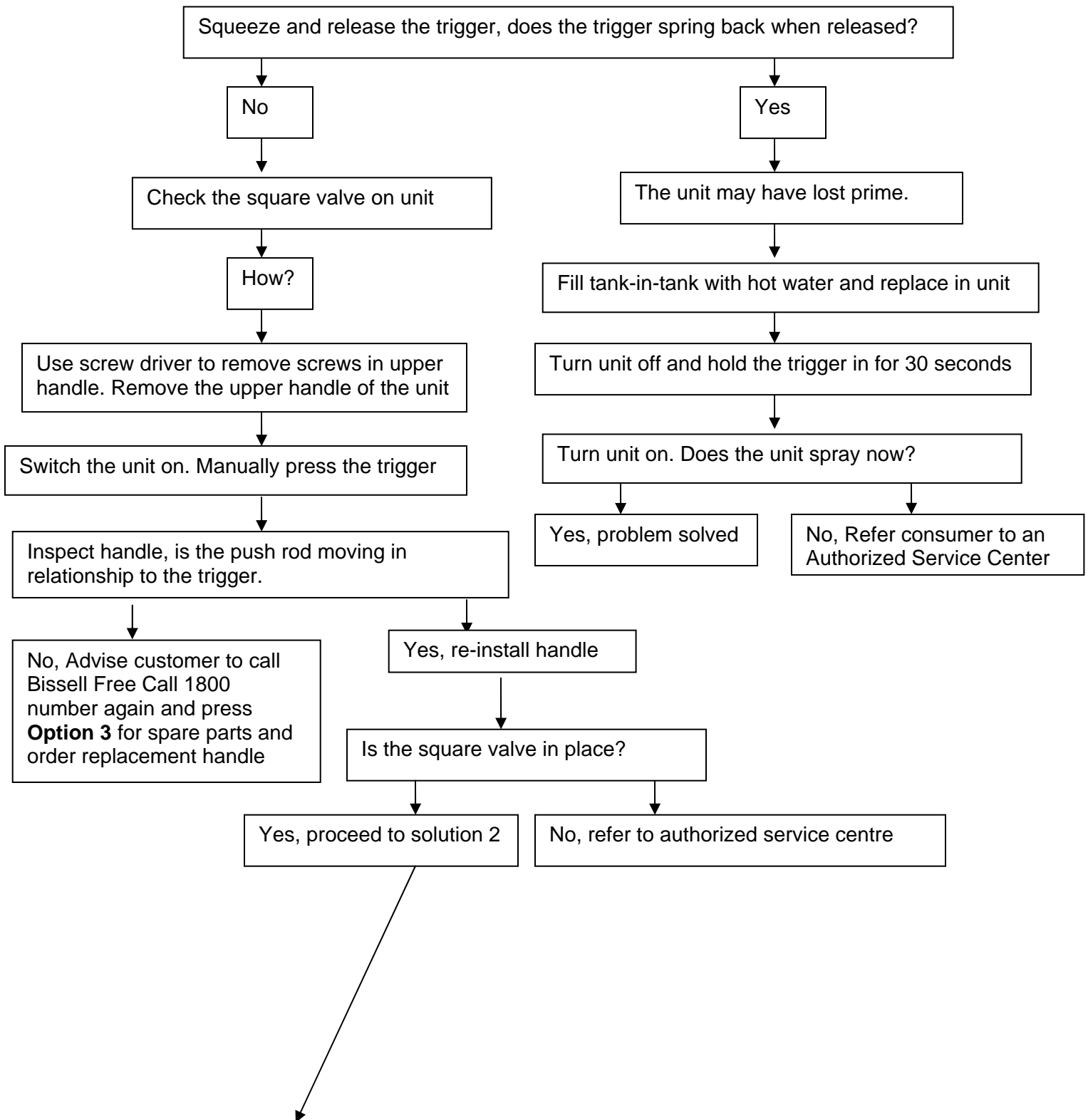
**Solution 5:**

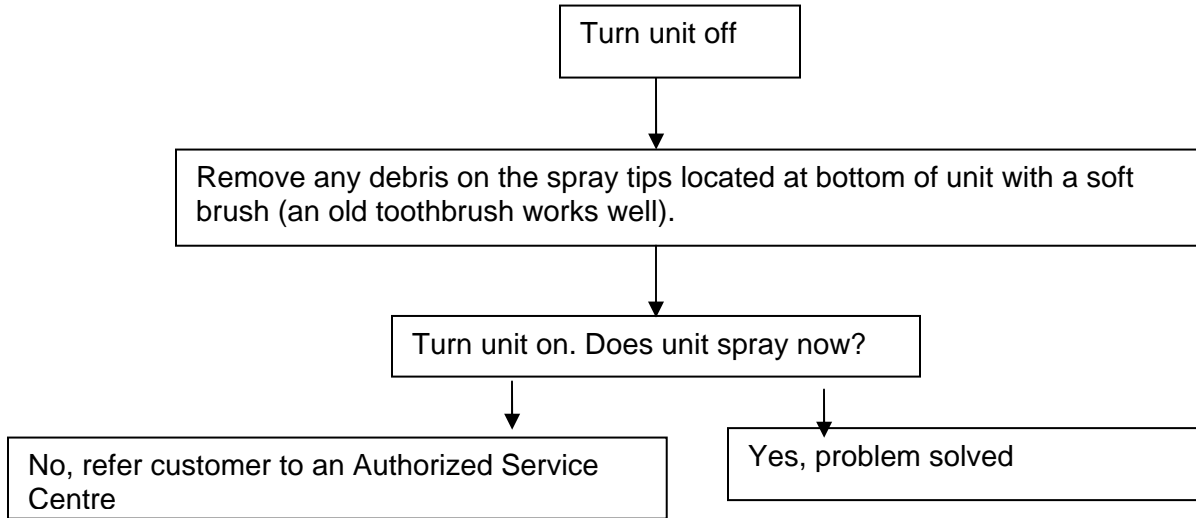


**Solution 6:**

Consumer states unit **will spray through the hose, but not to the floor.**

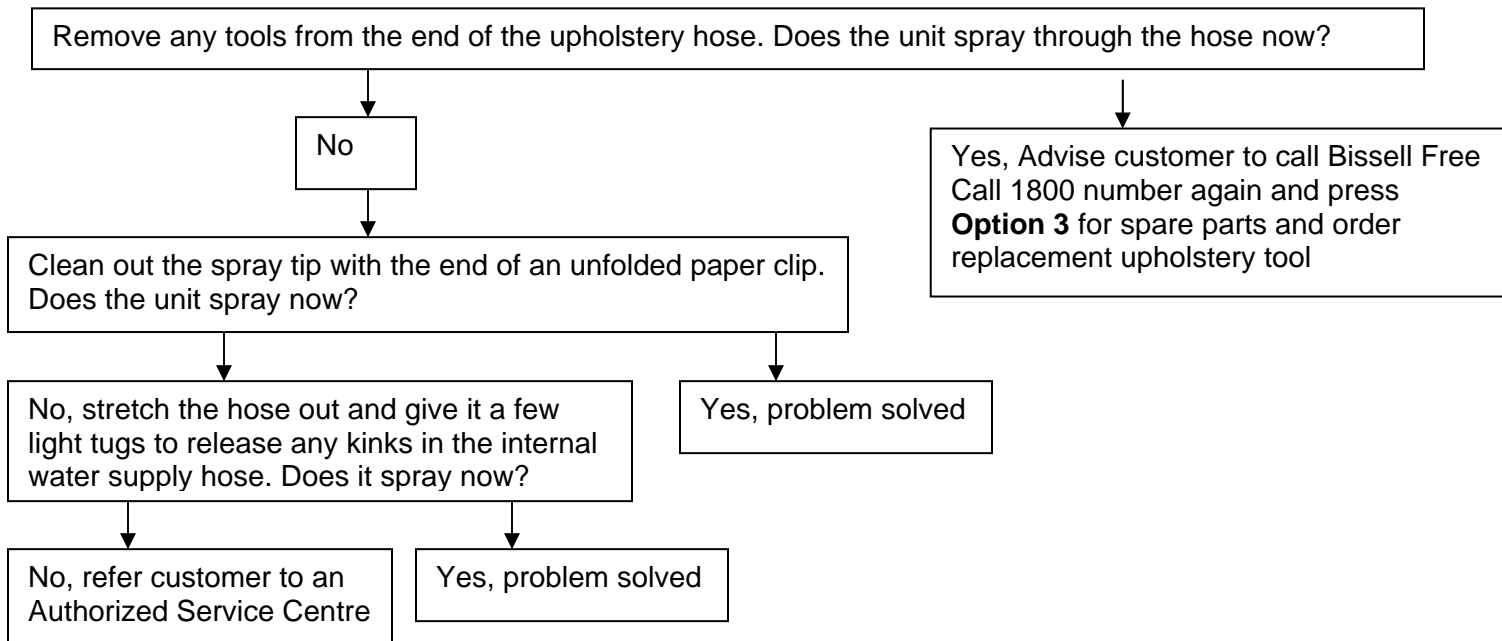
**Solution 1:**



**Solution 2:**

Consumer states unit **will spray at the floor, but not through the upholstery hose.**

**Solution 1:**

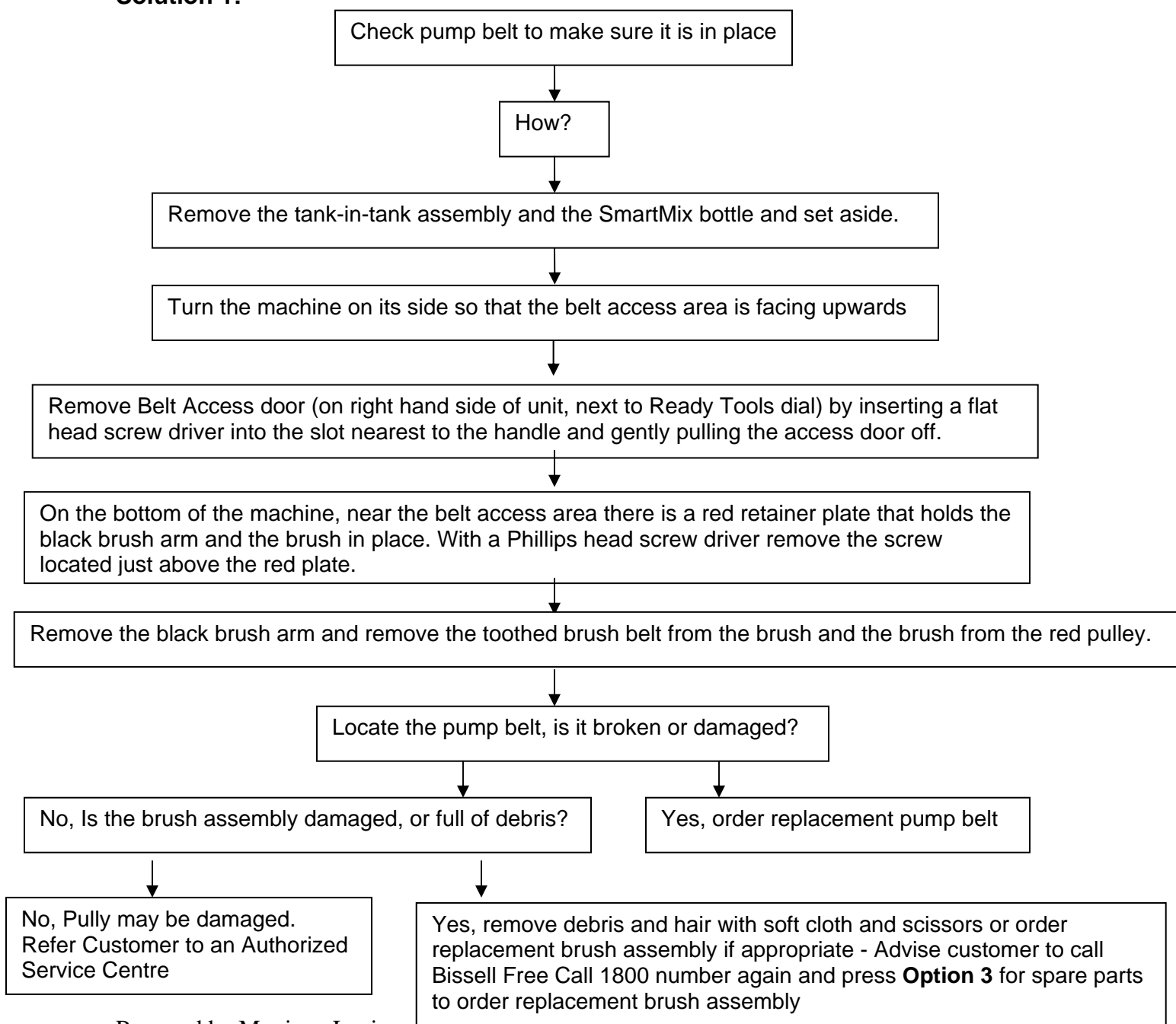


## Consumer states the brush will not turn

**\*\*NOTE: Advise customer that the following can lead to brush belt breakage and it is important that they follow usage instructions carefully to ensure this does not occur again in the future:**

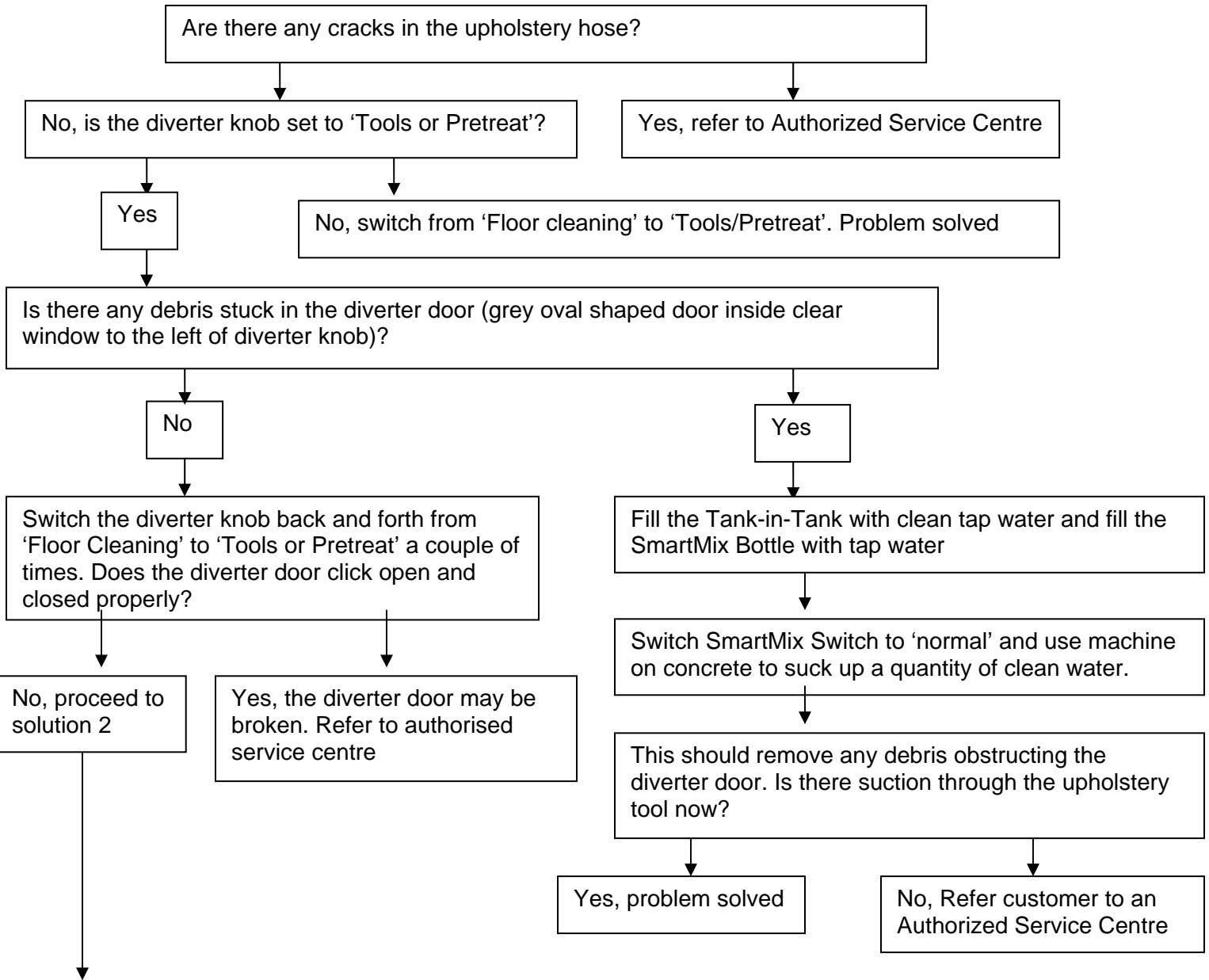
1. When using the unit to clean mats, take care to ensure machine does not catch on the edge of the mat. Only clean mats that are large enough to clean without catching edges of the mat.
2. Press trigger only while making a backward pass over floor surface, not while moving forwards.
3. Ensure hair and debris is removed from the brush as this can place extra pressure on the brush while it is turning and may lead to belt breakage.

### Solution 1:

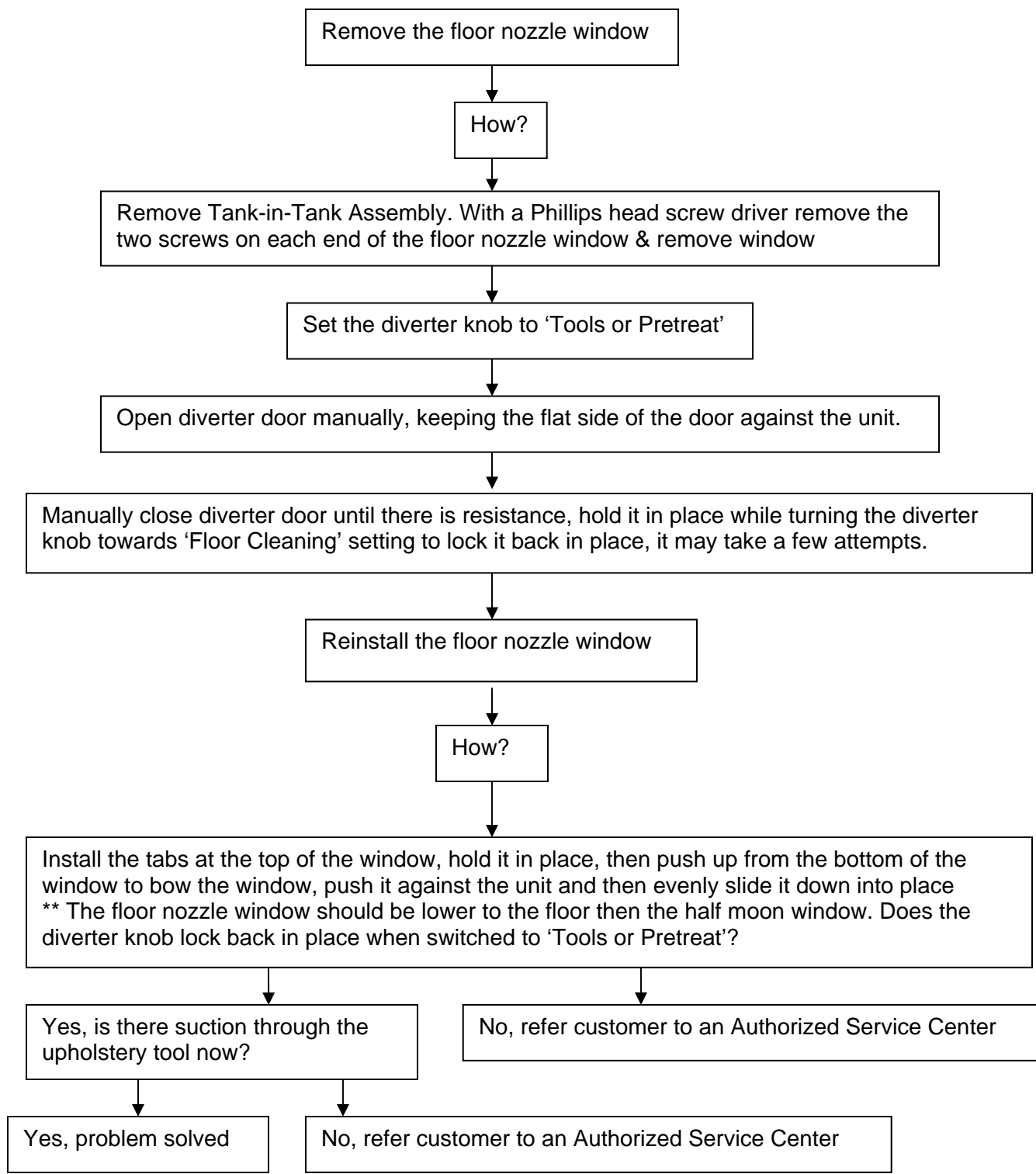


Consumer states **no suction through the upholstery hose** but does have suction at the floor.

**Solution 1:**

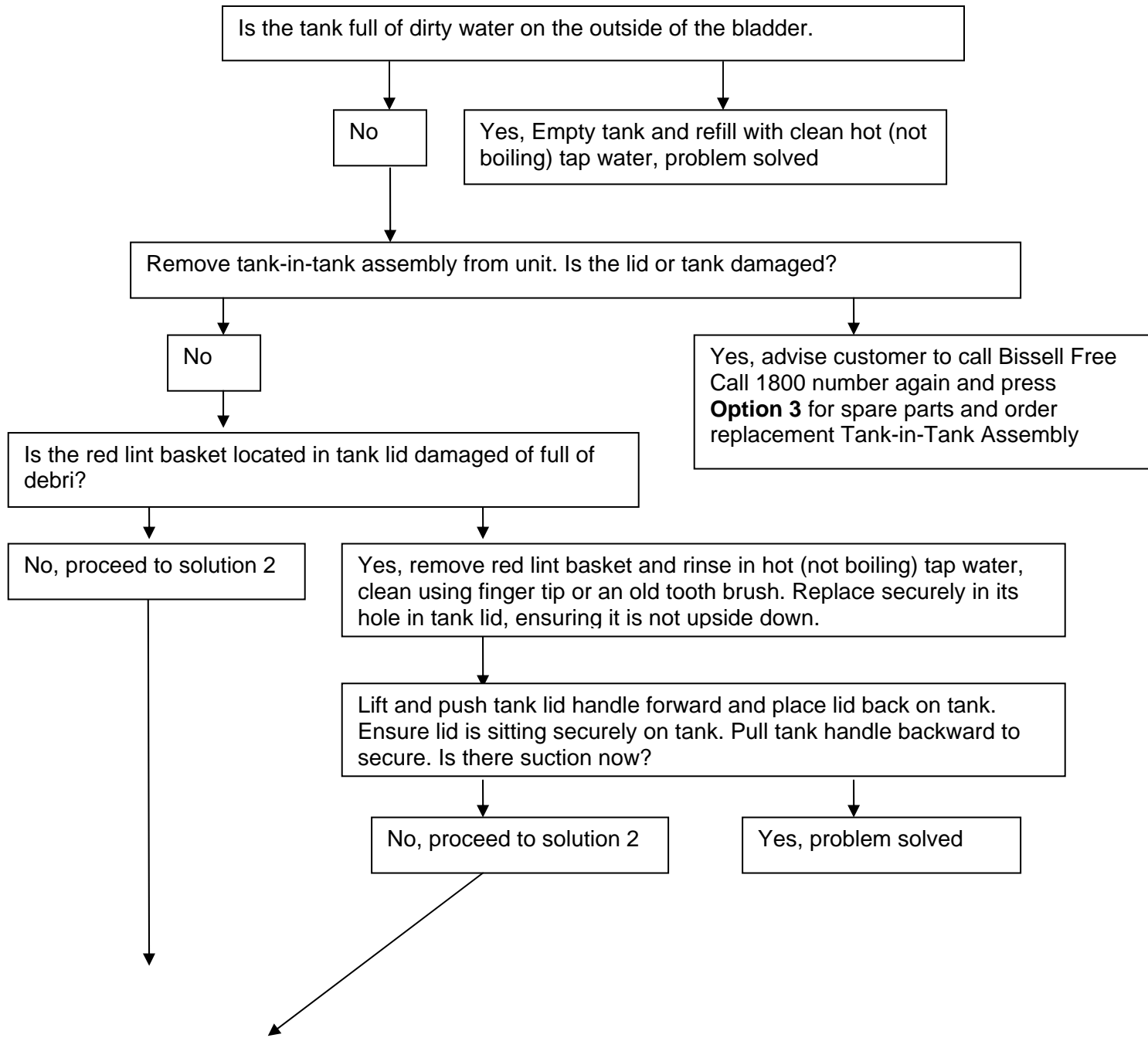


**Solution 2:**



Consumer states **no or low suction**

**Solution 1:**



**Solution 2:**

Remove the tank-in-tank assembly from the unit

Is the red lint basket stuck in the motor duct (the hole with a black rubber rim on the right hand side)?

No

Yes, Remove and place in its place in lid of tank-in-tank assembly. \*\*If it can not be removed, refer to authorized service centre

Is there suction at the motor duct (the hole with a black rubber rim on the right hand side)?

Yes

No, refer to customer to an Authorised Service Centre

Are the small rounded window tabs on the Floor Nozzle out of their mating slots and inadvertently lifting the tank up out of place?

No, switch the diverter knob back and forth from 'Floor Cleaning' to 'Tools or Pretreat' a couple of times. Does the diverter door click open and closed properly?

No, refer customer to an Authorized Service Centre

No, does diverter door seem to be damage/broken?

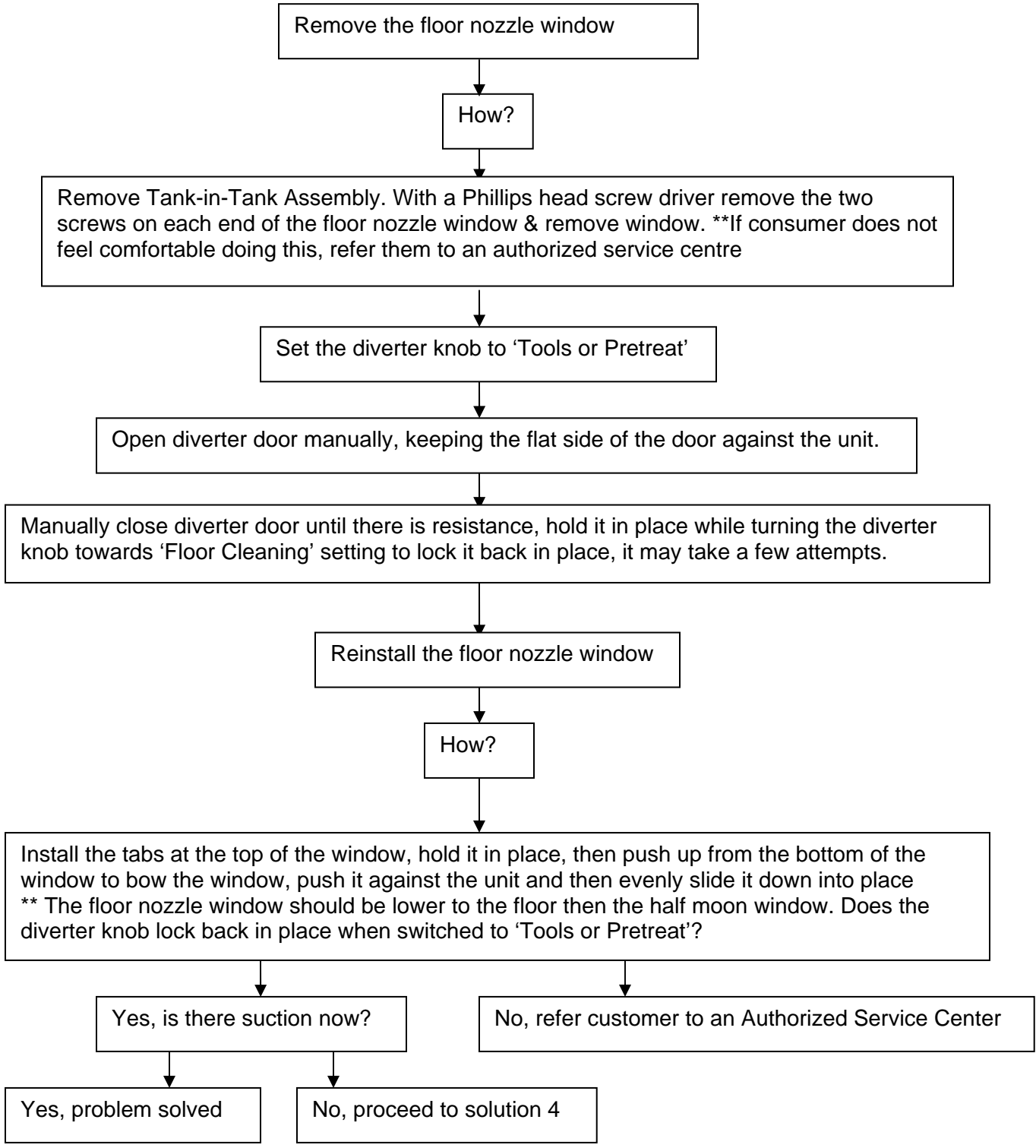
Yes, refer customer to an Authorised Service Centre

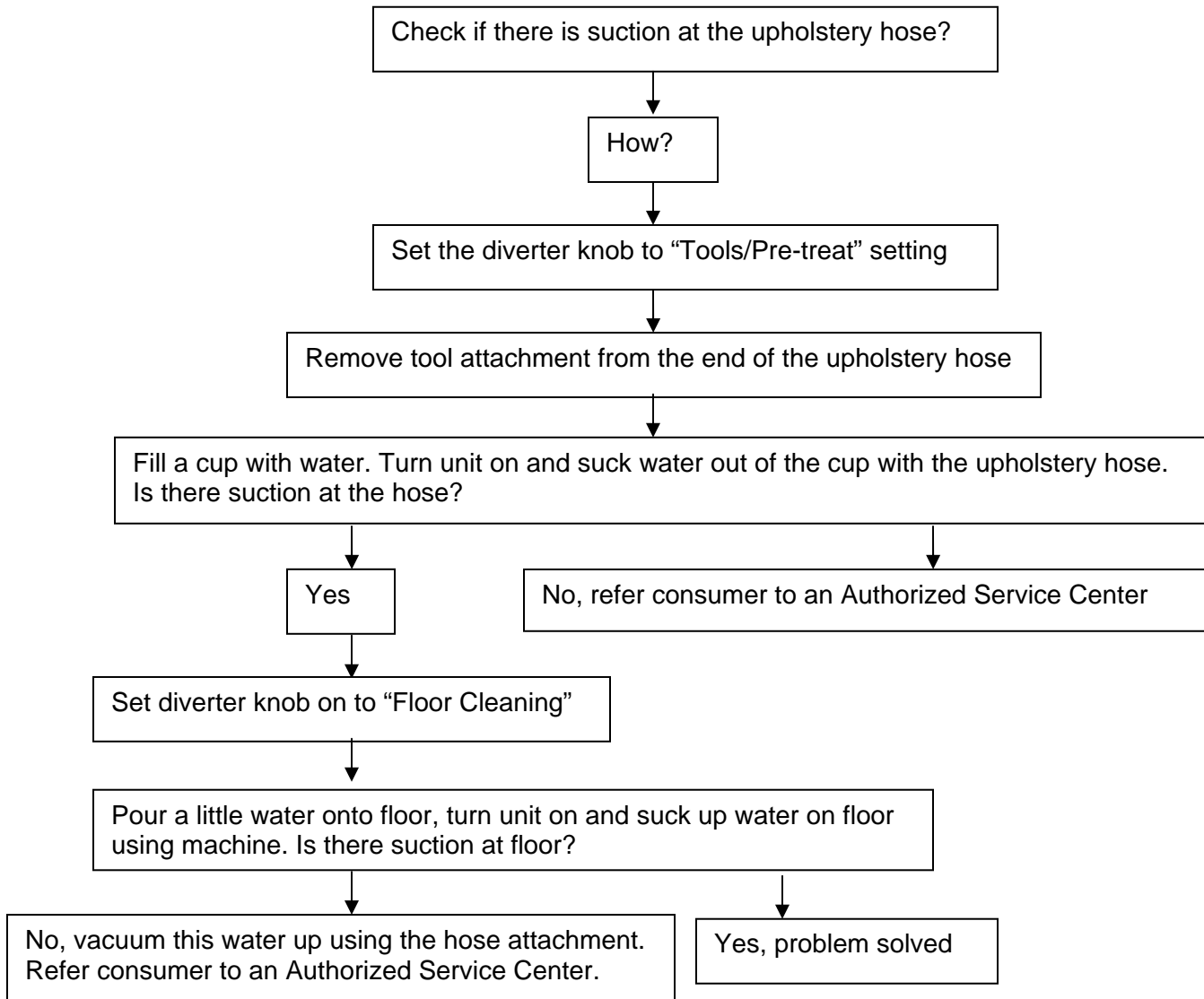
No, proceed to solution 3

Yes, refer customer to an Authorised Service centre



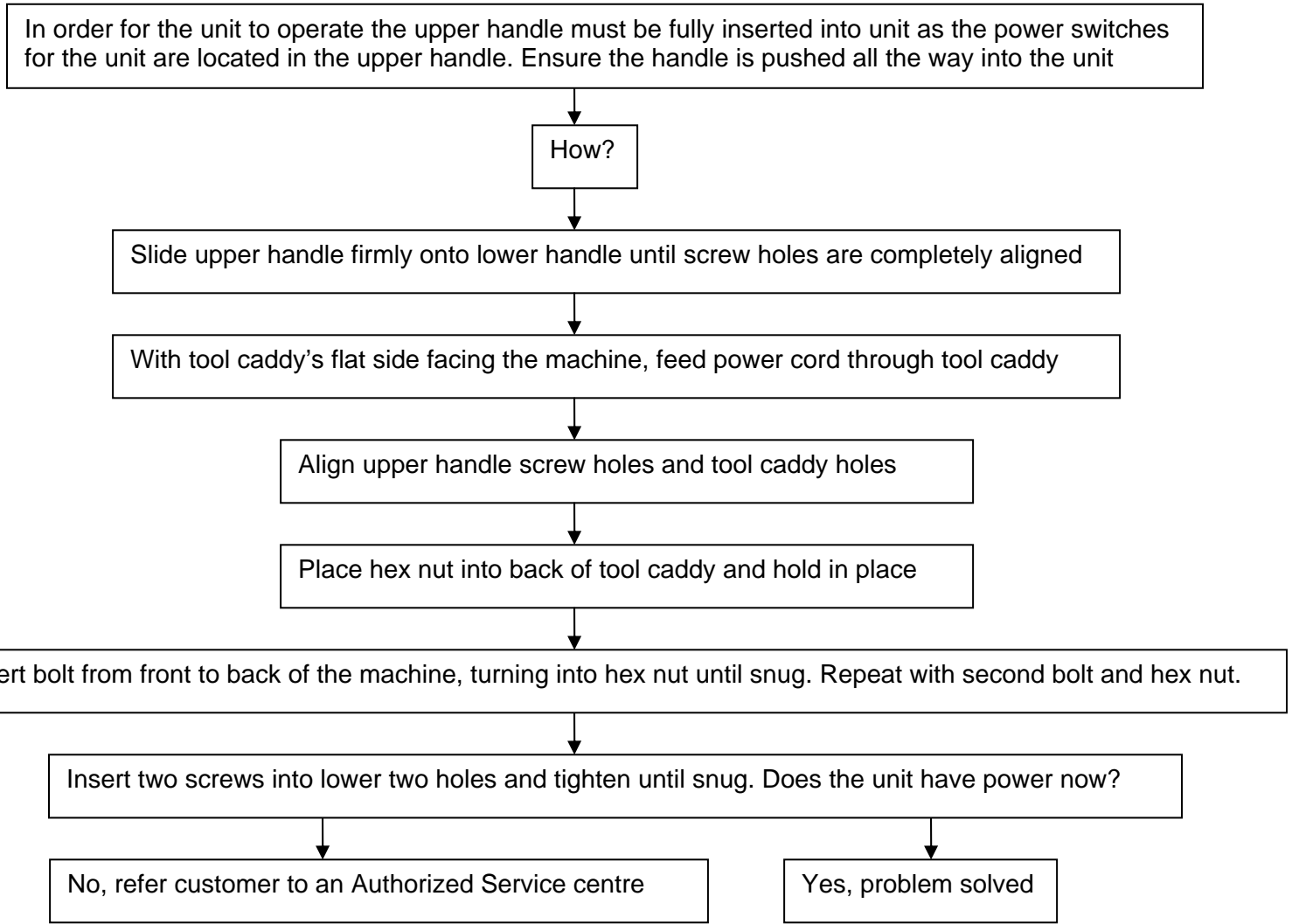
**Solution 3:**



**Solution 4:**

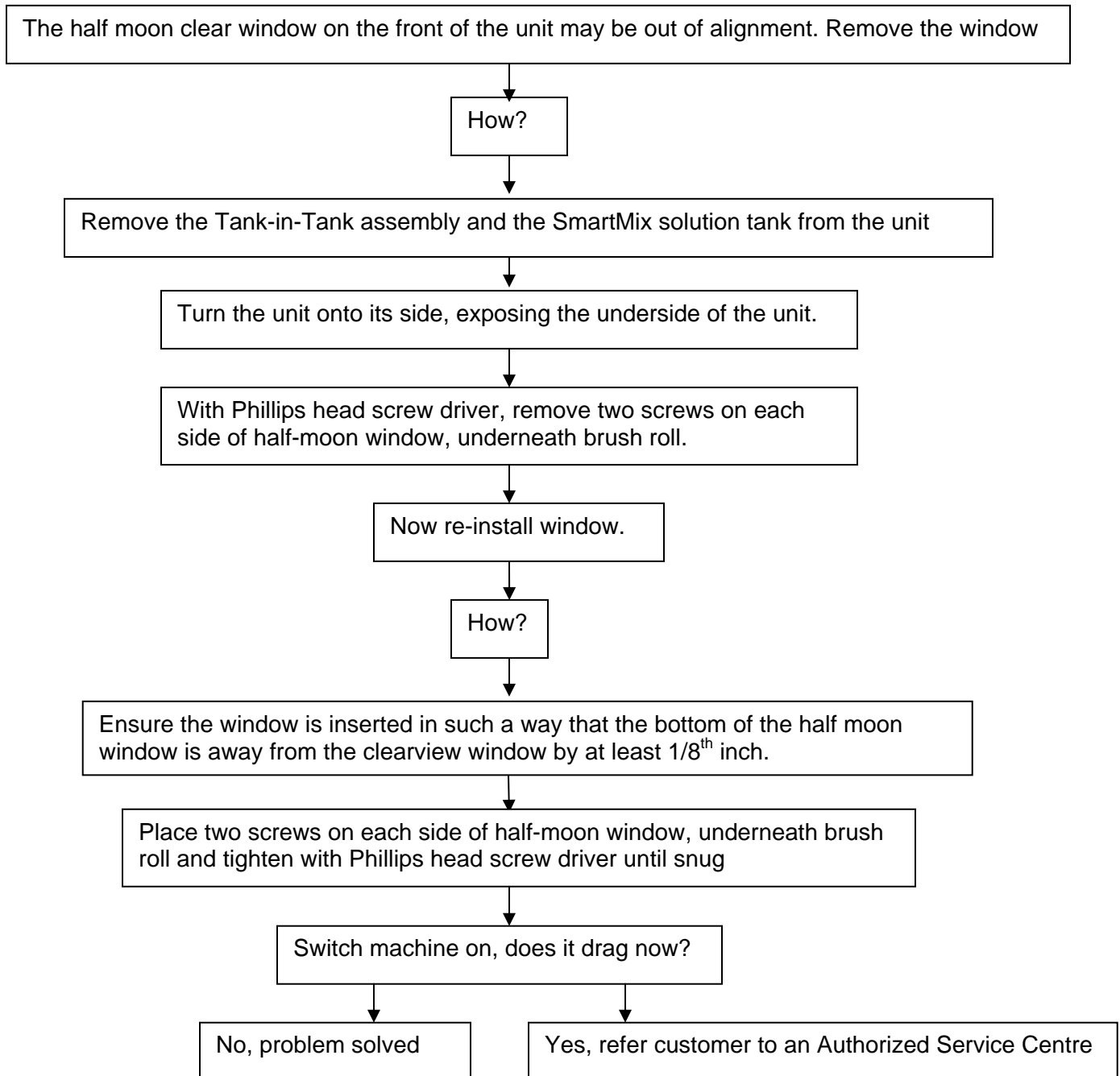
Consumer states the unit has **no power**.

**Solution 1:**



## Consumer states the **unit drags on carpet**

### Solution 1:



Consumer States the **Tank-In-Tank is leaking** at the black plate on the bottom of the tank.

**Solution 1:**

Remove the Tank-Tank Assembly from the machine

Empty the contents of water from the Tank-In-Tank Assembly

Turn the Tank-in-Tank upside down. You will see a black plate attached to the bottom of the Tank-in-Tank

Using a Phillips head screwdriver, tighten the 3 screws which hold the black plate to the bottom of the Tank-In-Tank

Fill the Tank-In-Tank with water, before placing it back into machine, does it still leak?

No, problem solved

Yes, Advise customer to call Bissell Free Call 1800 number again and press **Option 3** for spare parts and order replacement Tank-In-Tank Assembly

Consumer states the **unit is very noisy**

**Solution 1:**

This is quite normal as the unit requires a lot of power to get deep down and extract all the deeply embedded dirt out of your carpet.