

Troubleshooting

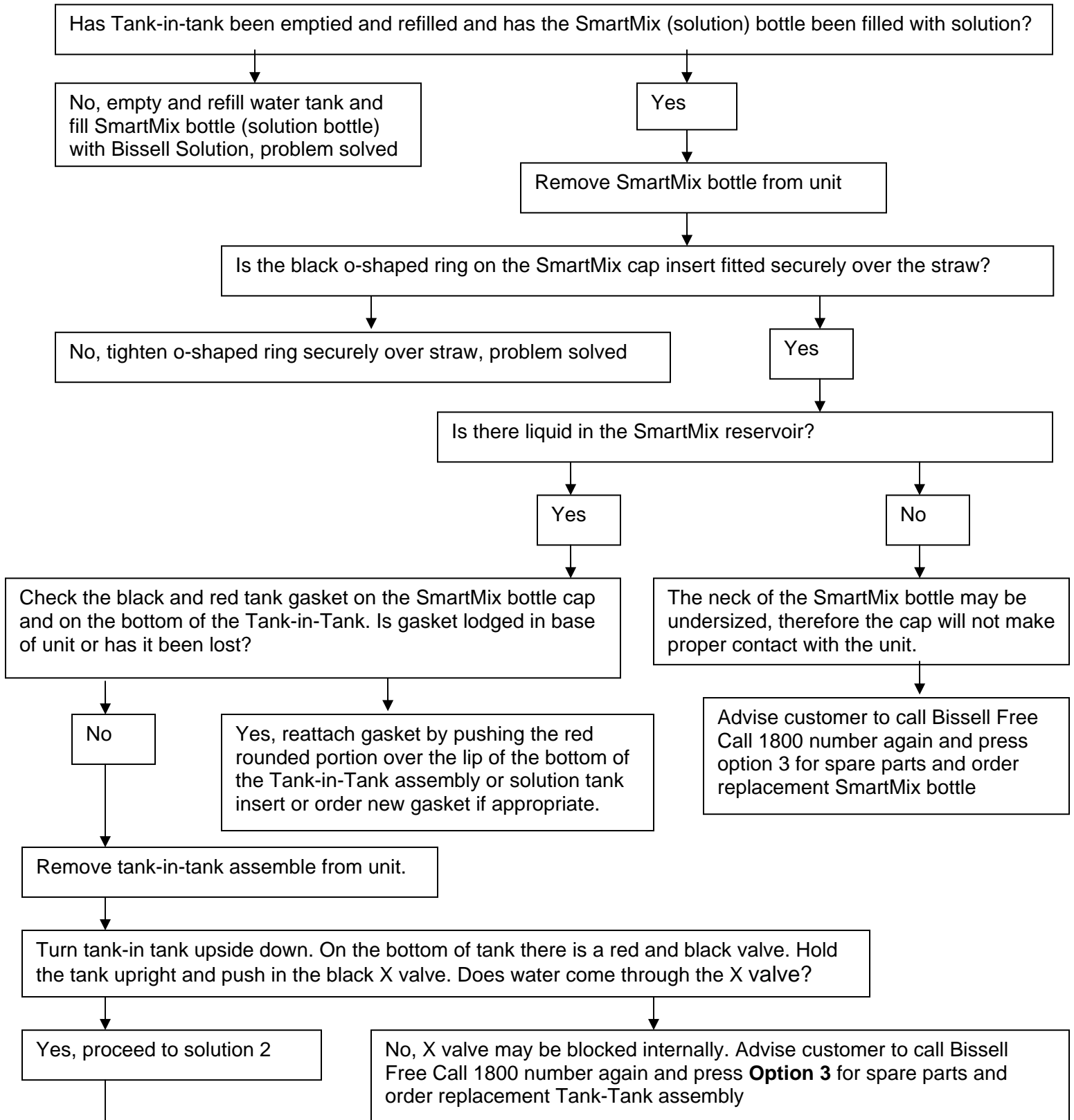
Bissell ProHeat Protech BS-7920F

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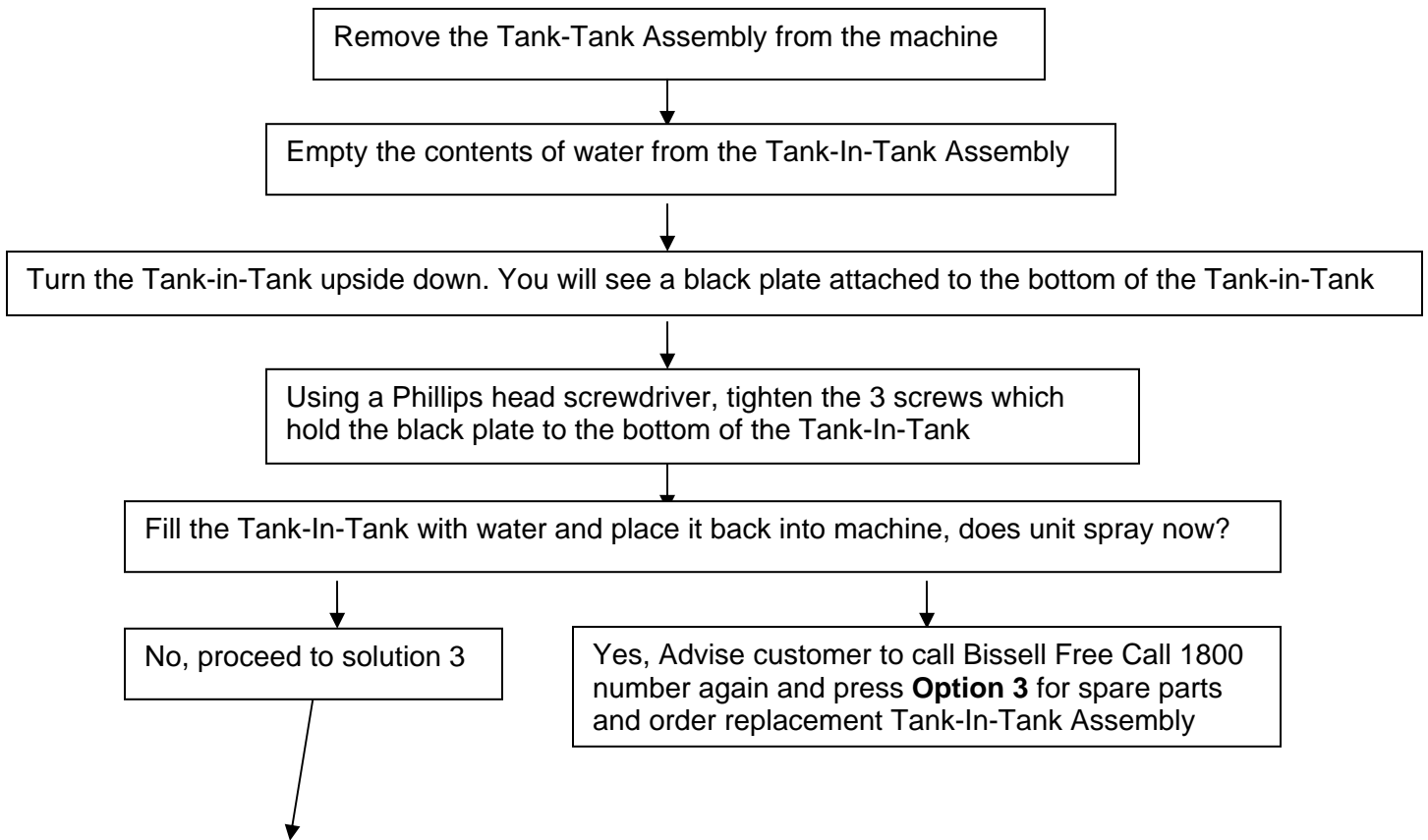
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Consumer states unit will **not spray to the floor** and **no spray from the upholstery tool**

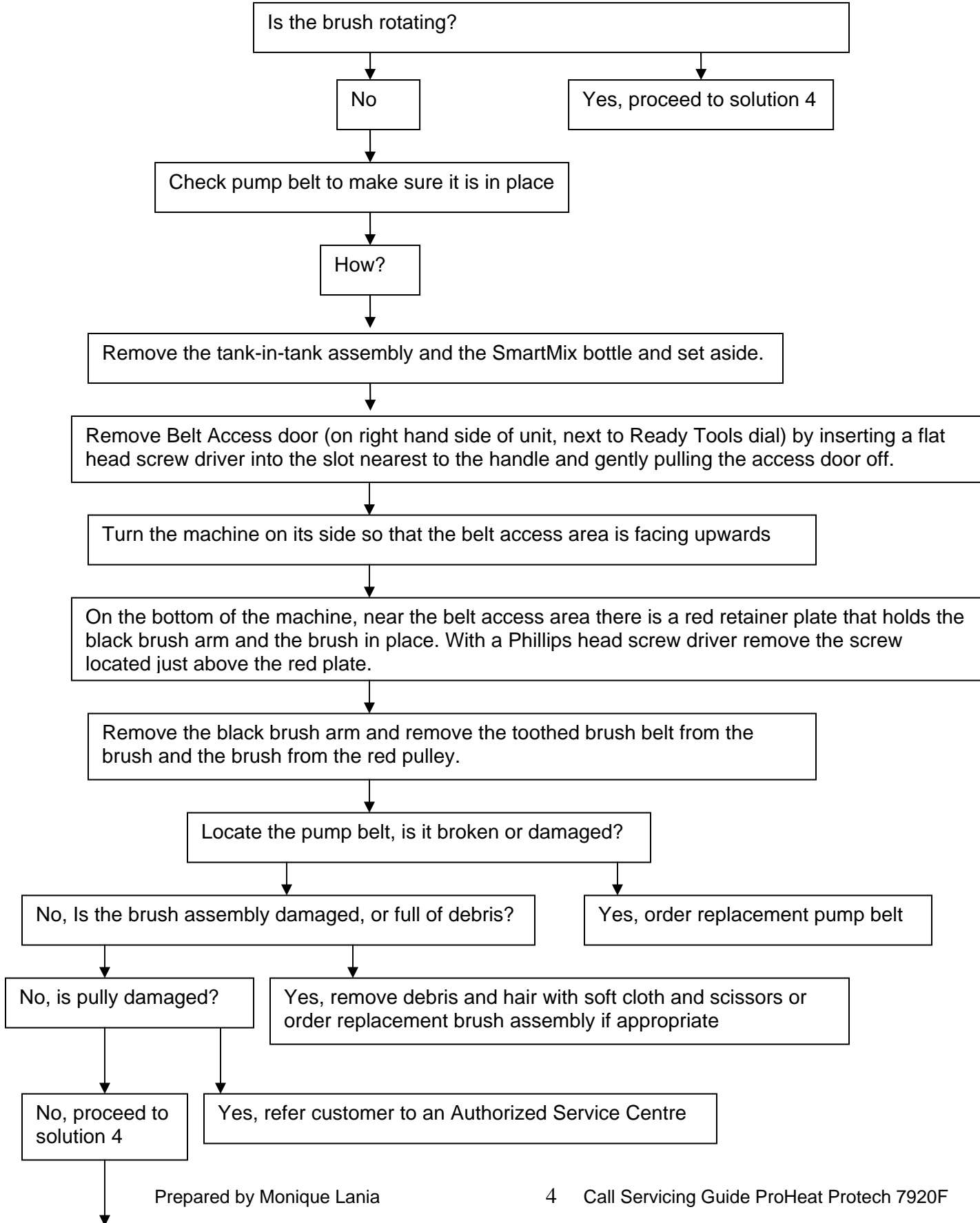
Solution 1:



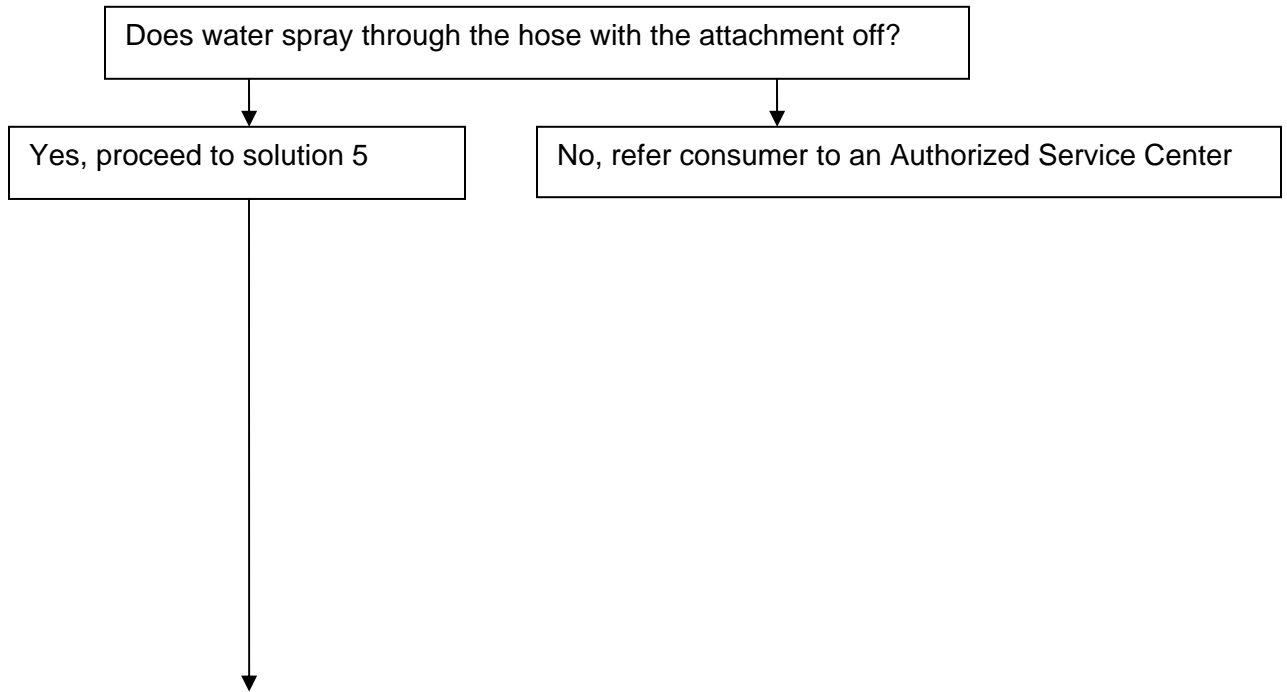
Solution 2:



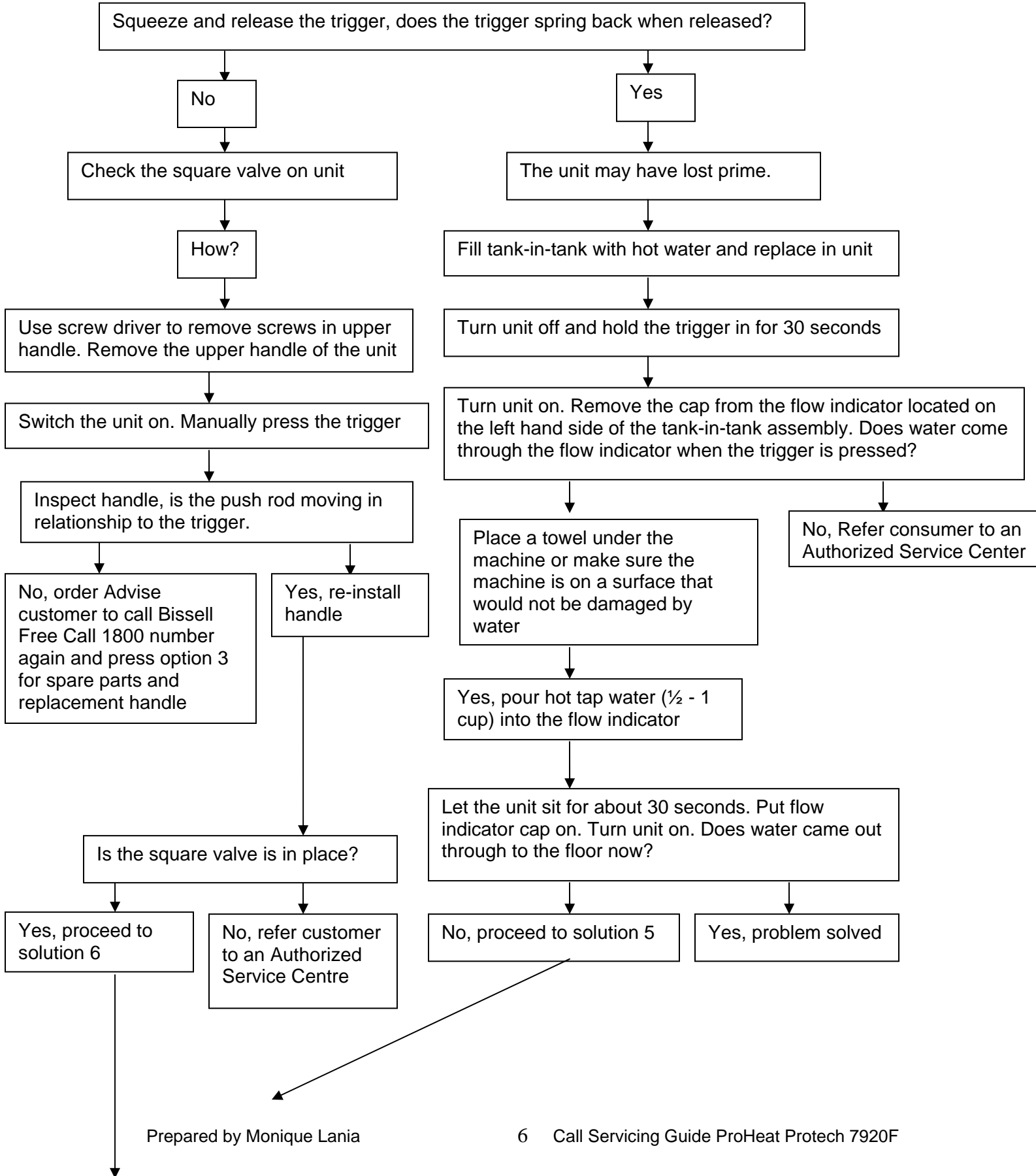
Solution 3:



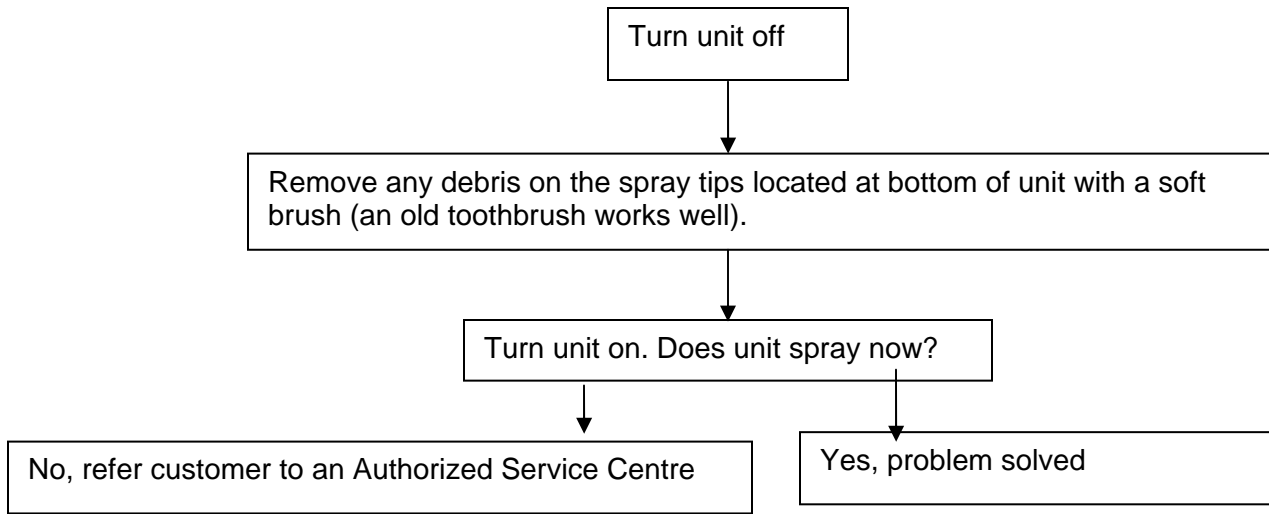
Solution 4:



Solution 5:

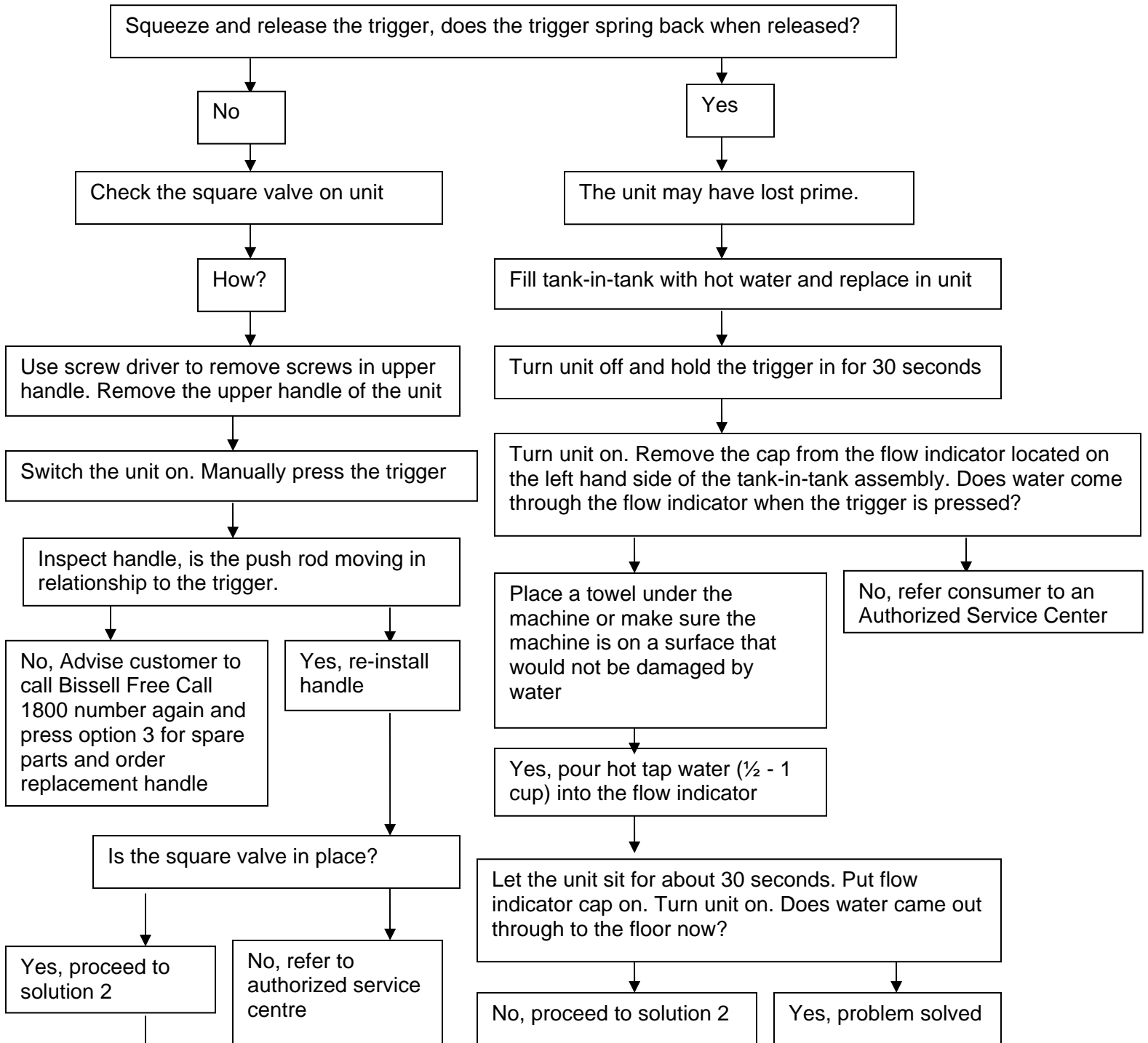


Solution 6:

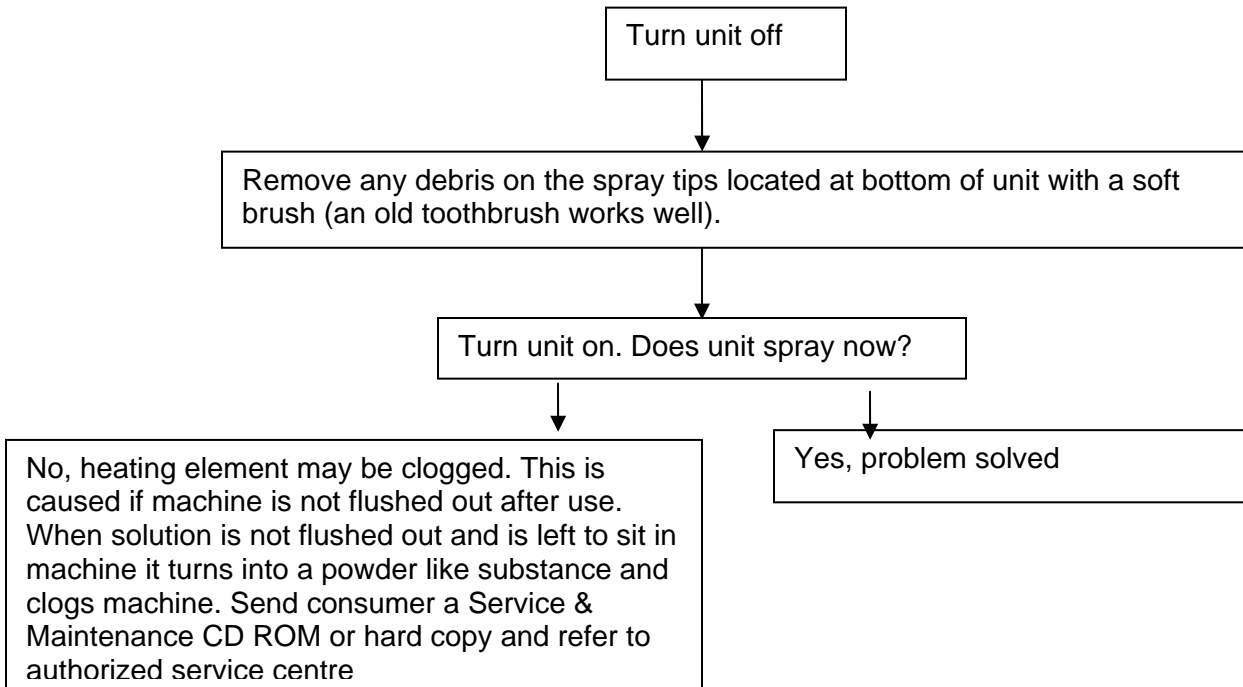


Consumer states unit **will spray through the hose, but not to the floor.**

Solution 1:

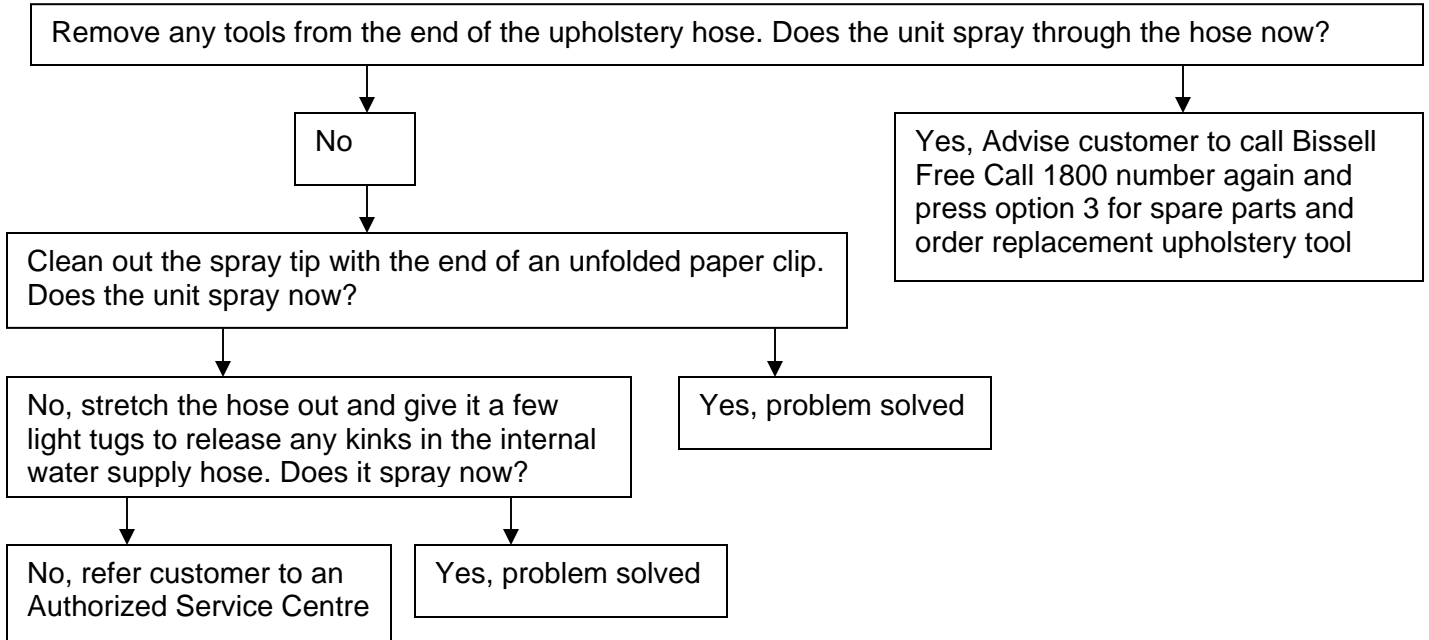


Solution 2:



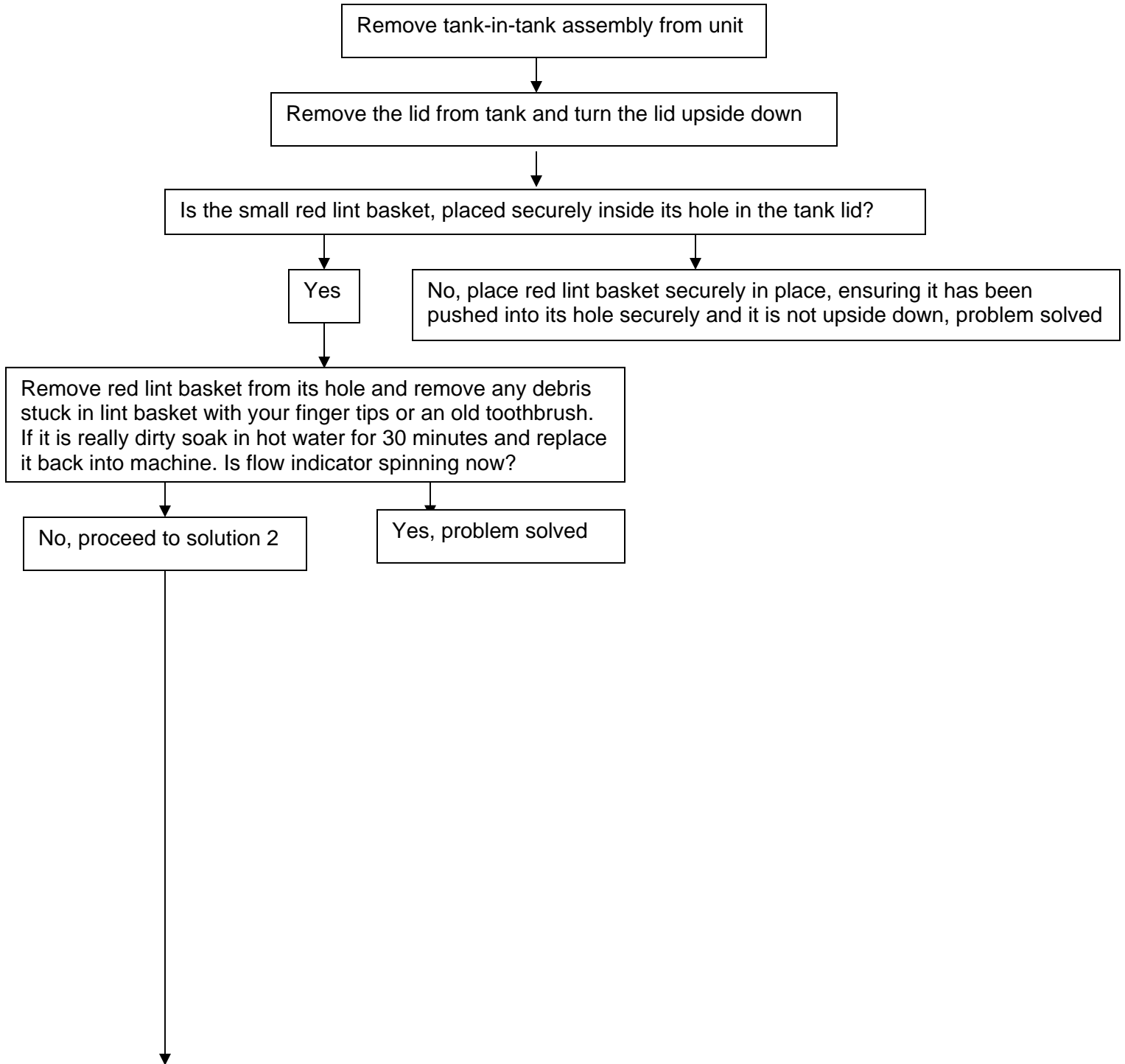
Consumer states unit **will spray at the floor, but not through the upholstery hose.**

Solution 1:

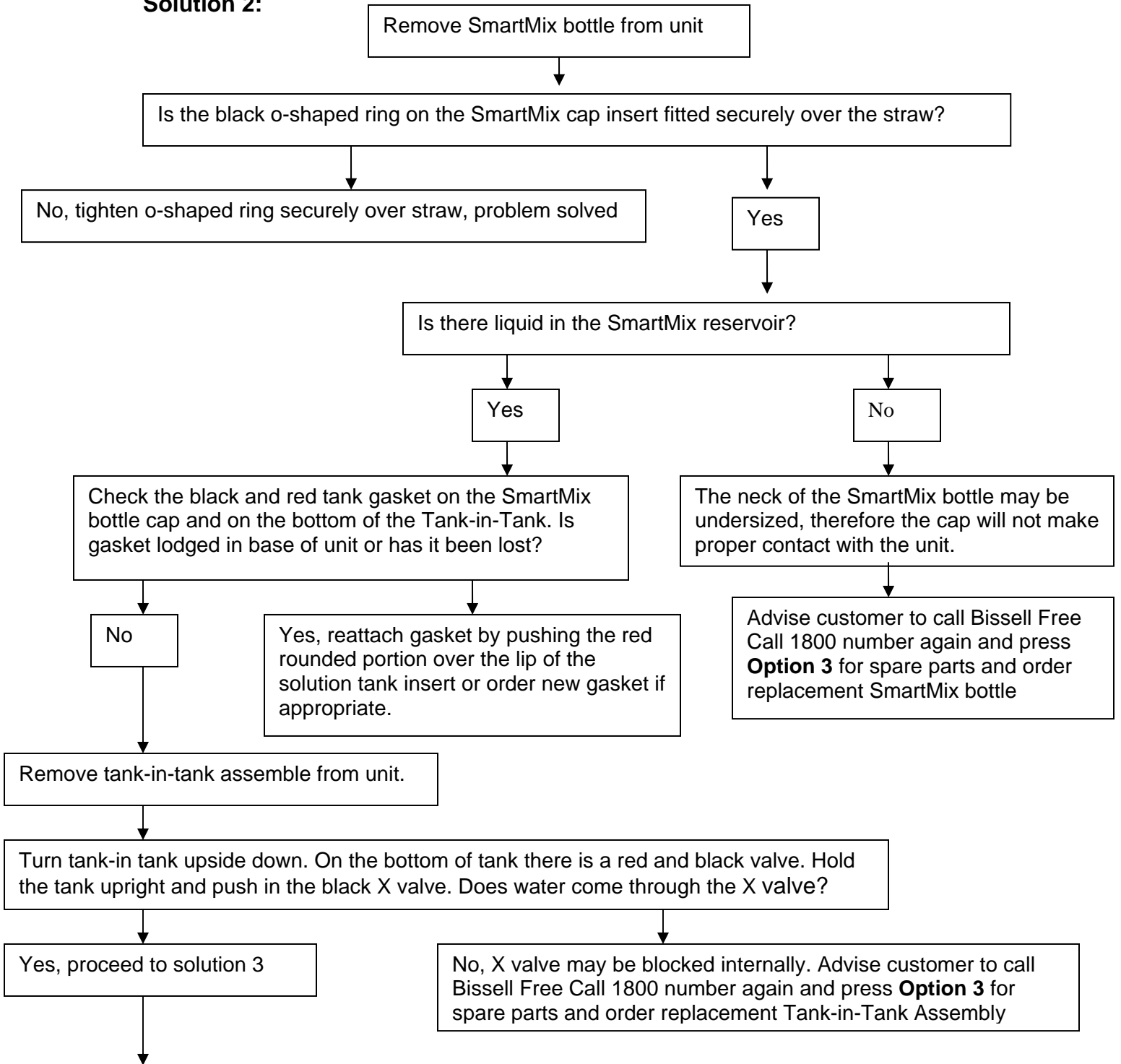


Consumer states **flow indicator will not spin but water is coming out at the floor**

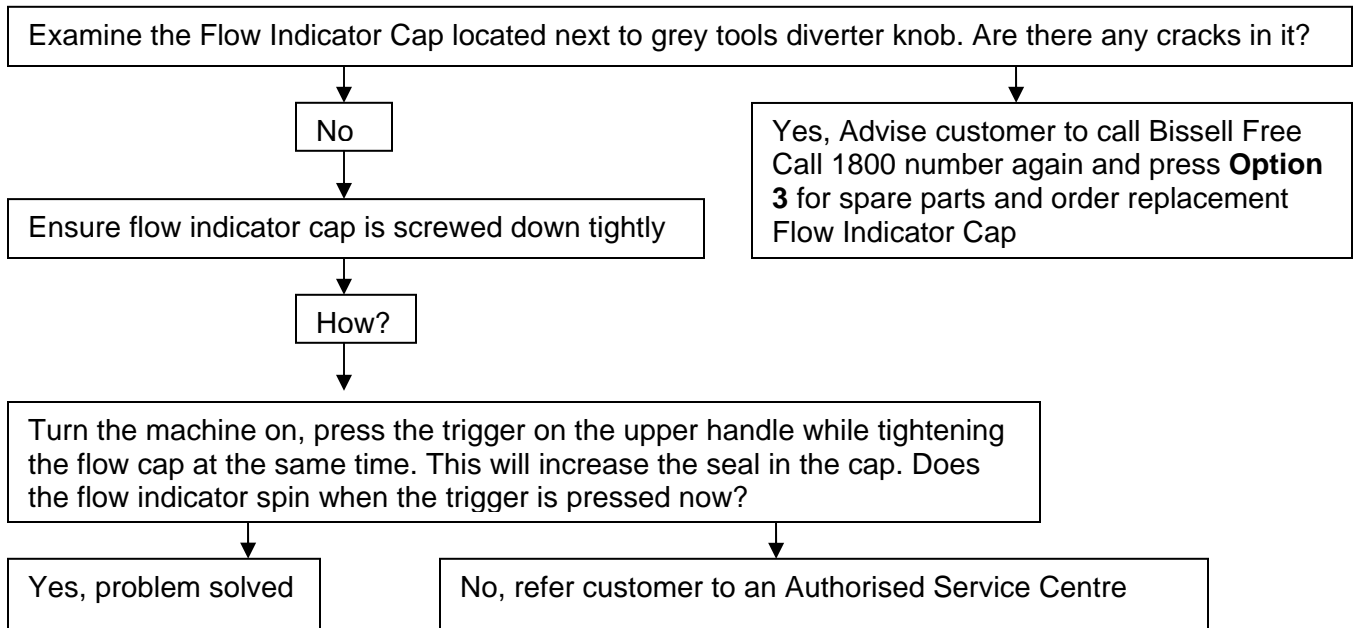
Solution 1:



Solution 2:

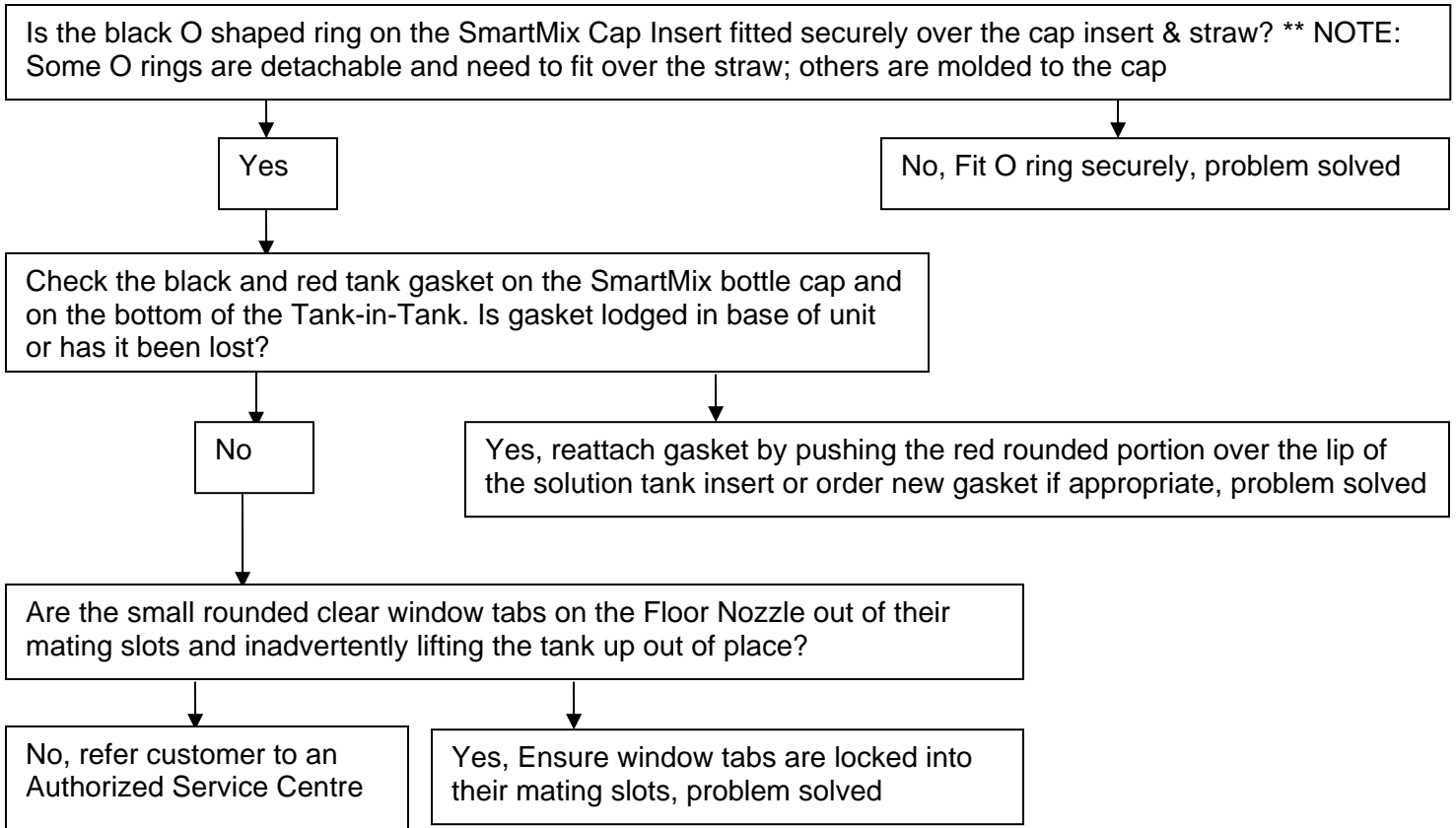


Solution 3:



Consumer states unit is **releasing too much solution** or only shampoo.

Solution 1:



Consumer states unit will not release any shampoo

Solution 1:

Does the SmartMix Knob (located next to SmartMix solution bottle) function properly?

No

SmartMix knob may have been forced too far counter-clockwise past "Water Rinse/Carpet protector"

Remedy

Force the knob clockwise past hi traffic. This should reset the knob. Turn unit on. Does it release shampoo now?

No, Refer customer to an Authorized service centre

Yes, problem solved

Yes, remove SmartMix bottle (solution tank) from unit

Is the black O shaped ring on the SmartMix Cap Insert fitted securely over the cap insert & straw? **
NOTE: Some O rings are detachable and need to fit over the straw, others are molded to the cap).

Yes

No, Fit O ring securely, problem solved

Is there liquid in the SmartMix reservoir (where the SmartMix bottle sits in the unit)?

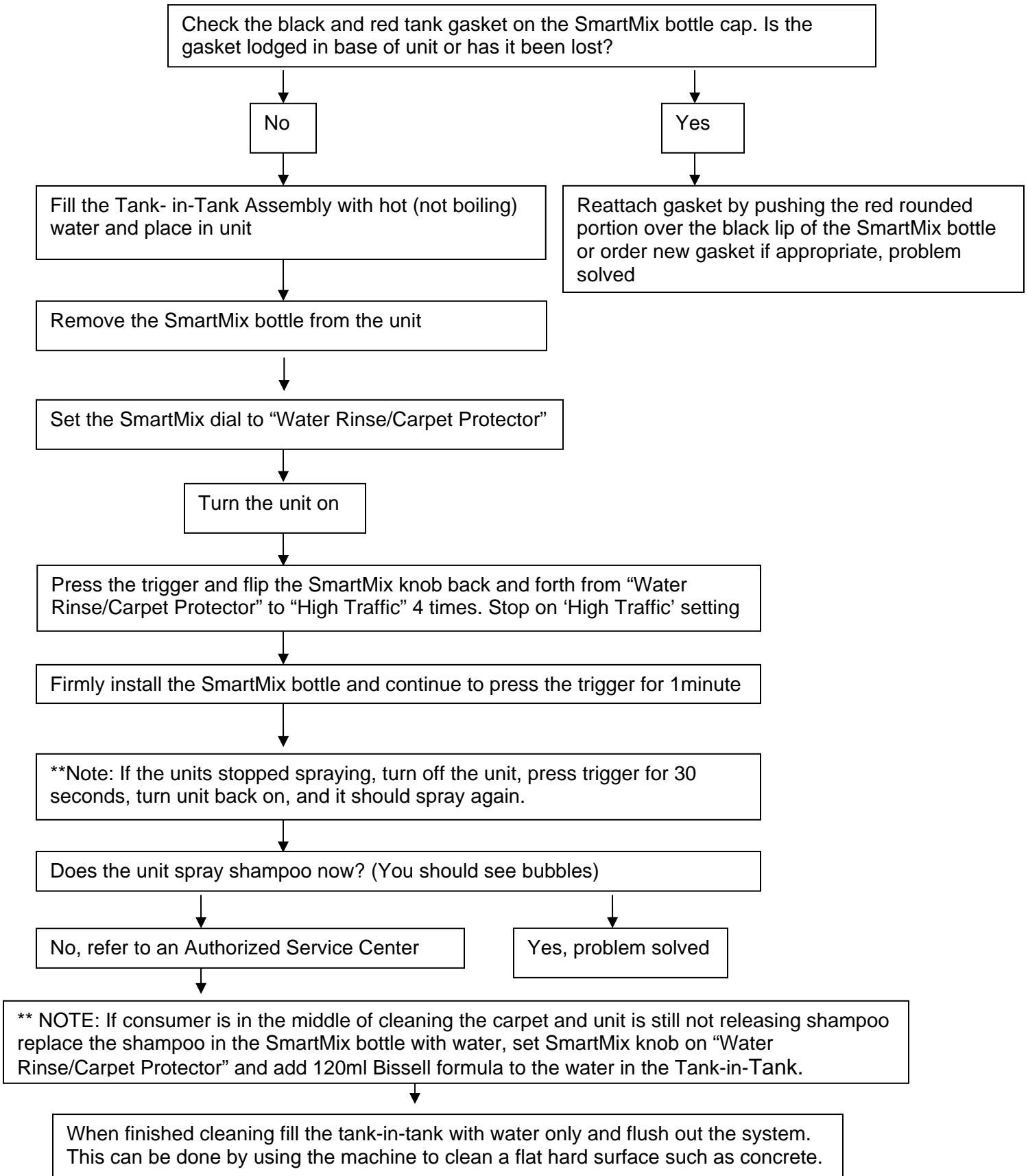
No, proceed to solution 2

Yes, the neck of the SmartMix bottle may be undersized, therefore the cap will not make proper contact with the unit

Remedy

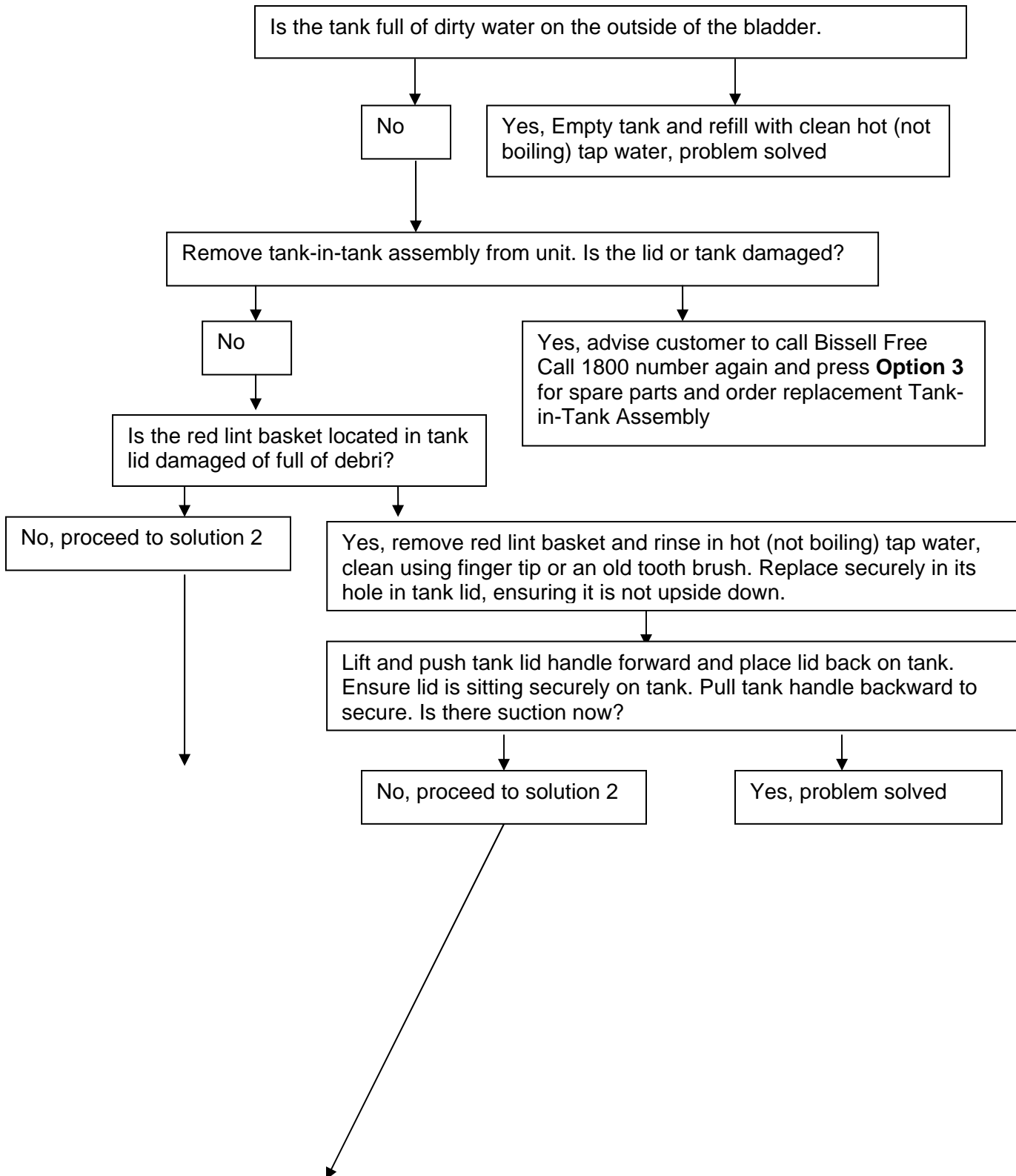
Advise customer to call Bissell Free Call 1800 number again and press option 3 for spare parts and order replacement SmartMix bottle

Solution 2:

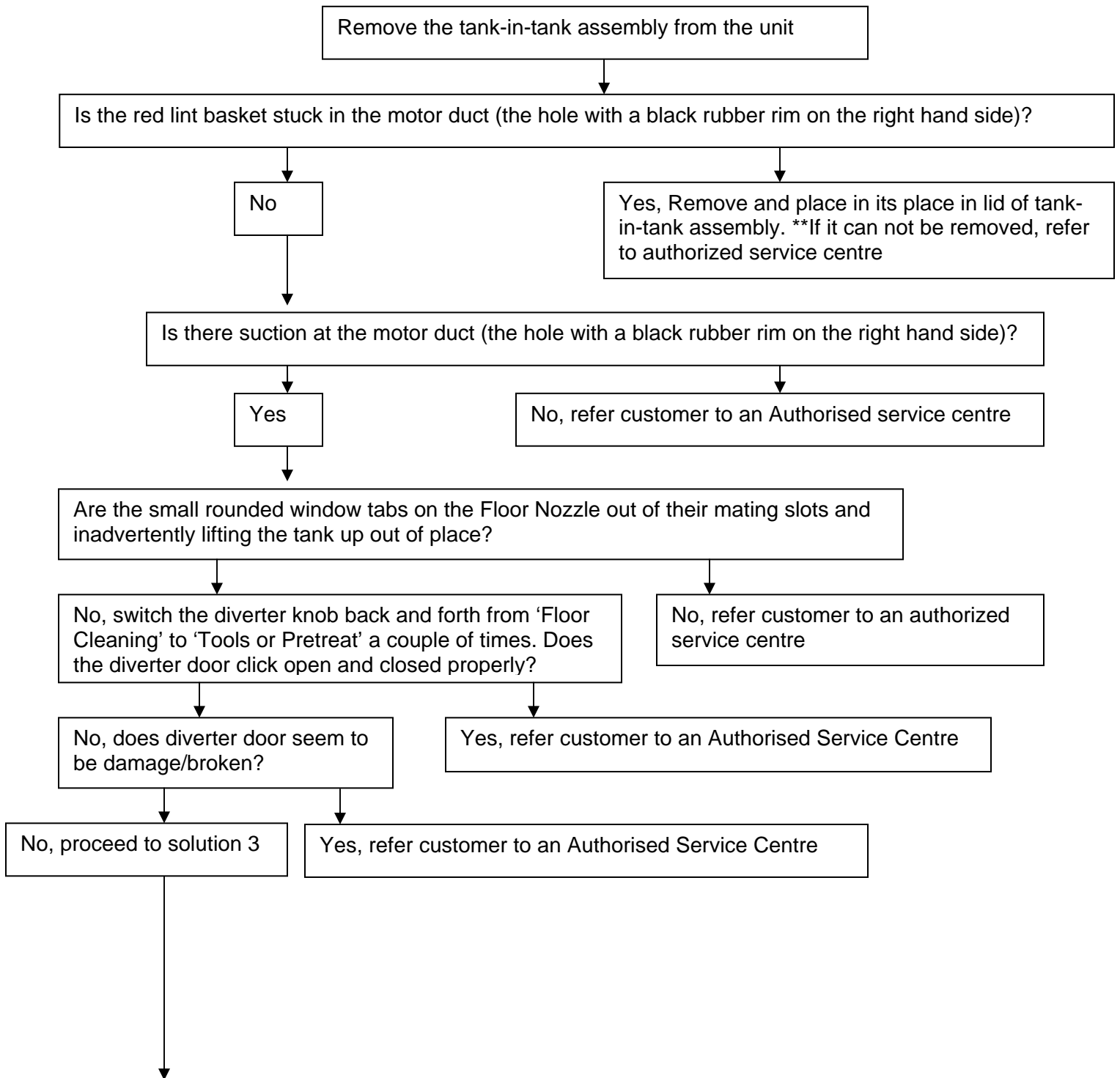


Consumer states **no or low suction**

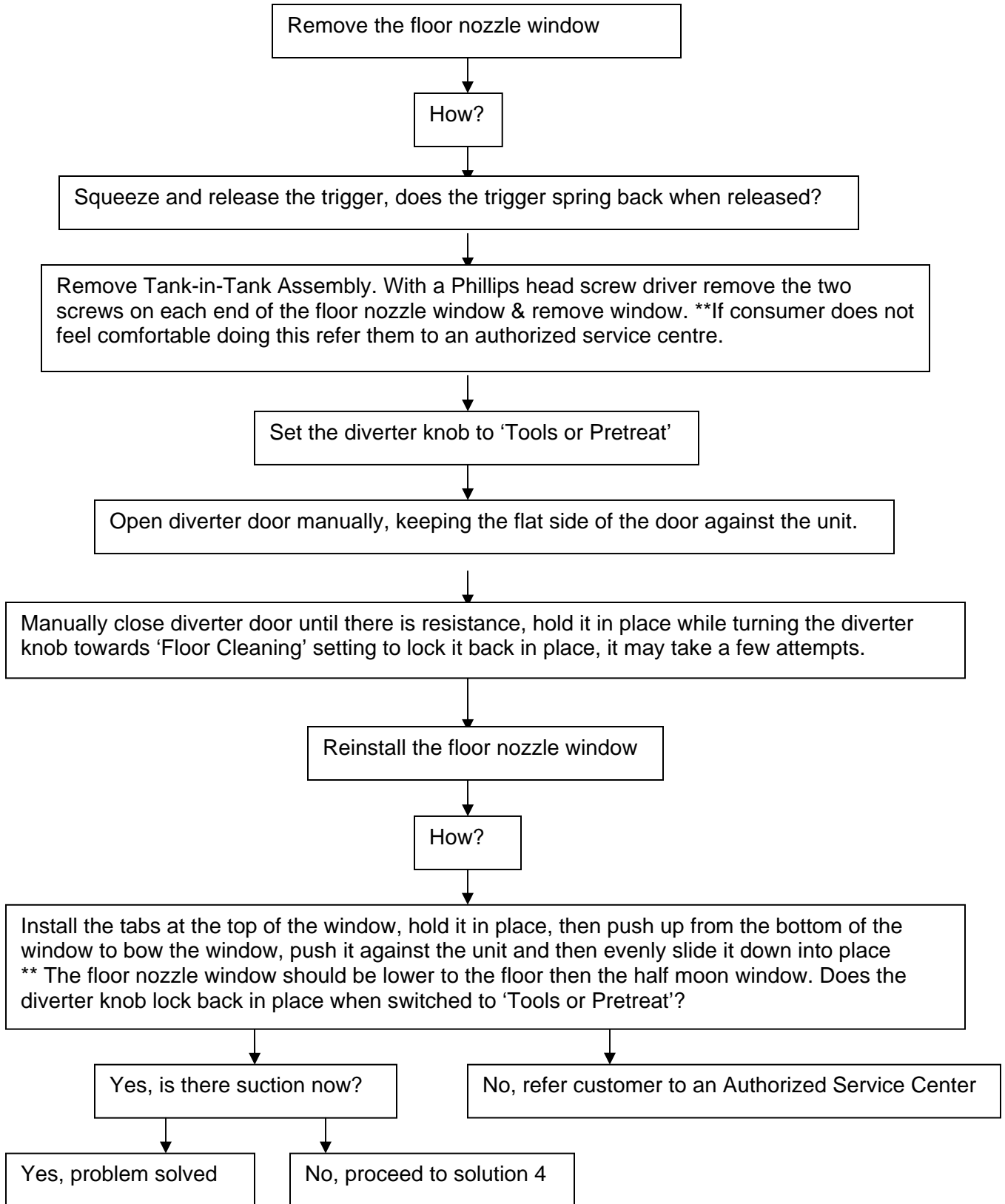
Solution 1:



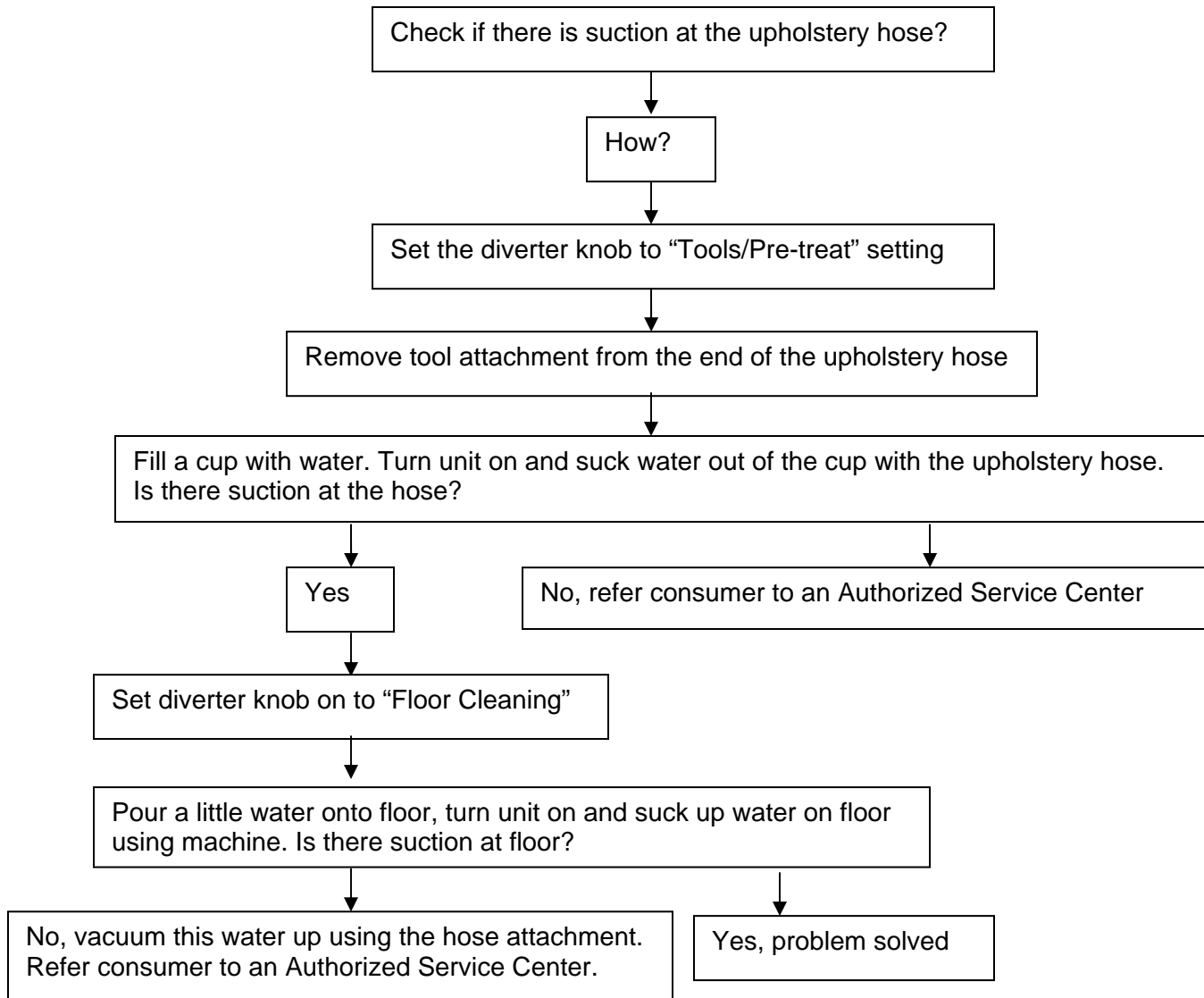
Solution 2:



Solution 3:

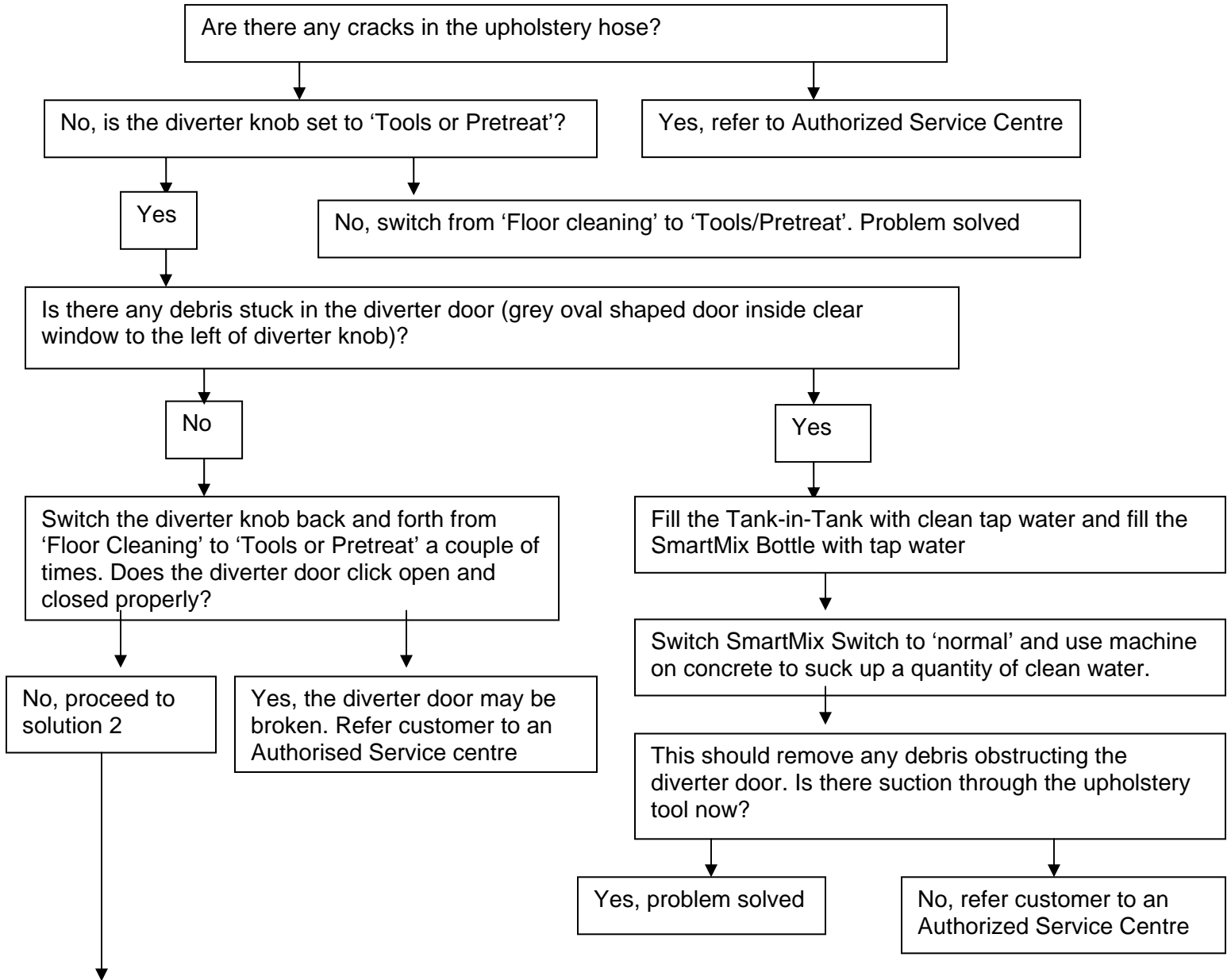


Solution 4:

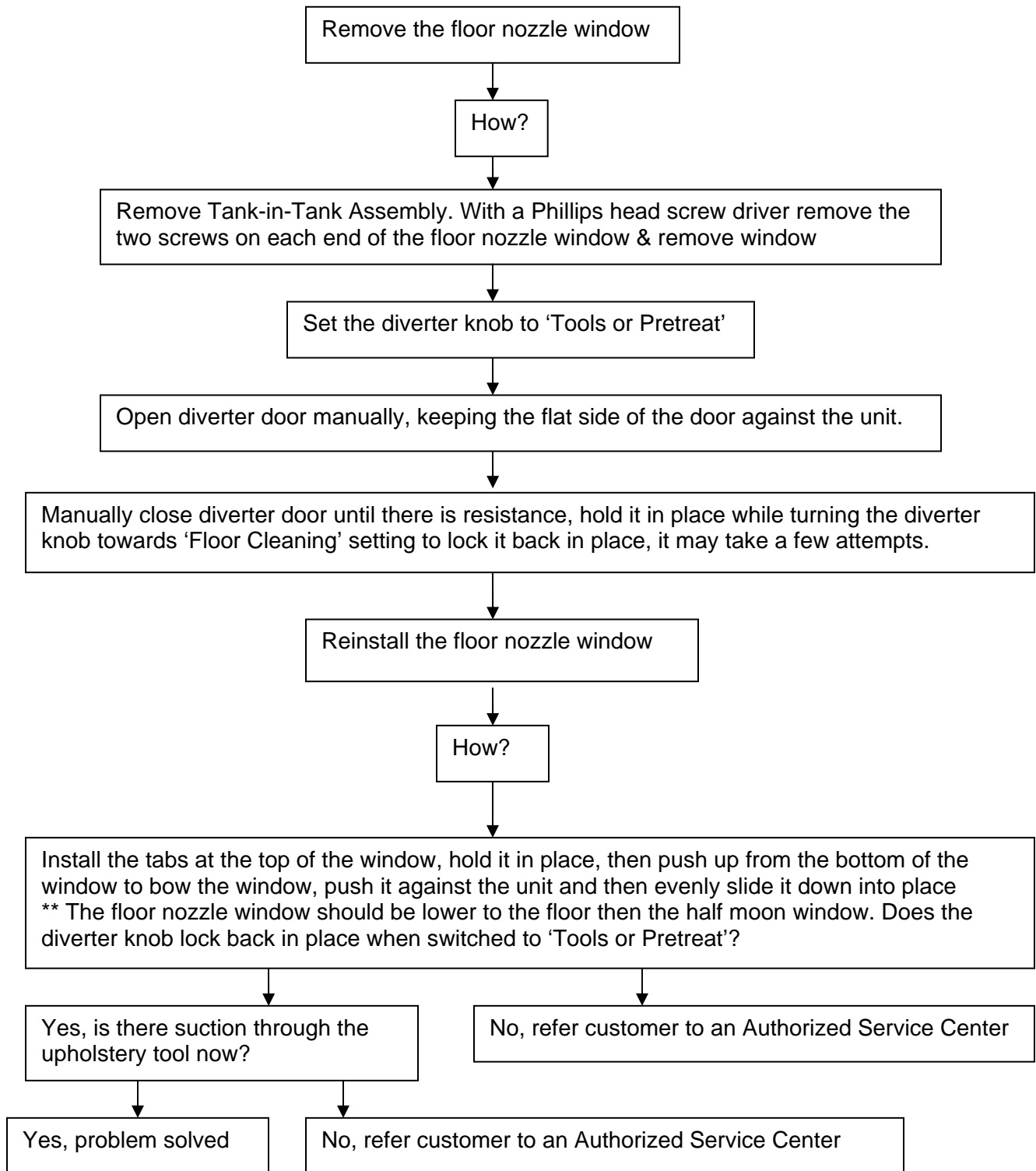


Consumer states **no suction through the upholstery hose** but does have suction at the floor.

Solution 1:



Solution 2:



Consumer reports the **water that is sprayed out is not hot.**

Solution 1:

****Pease NOTE:** The upholstery hose does not spray heated water.

Is the machine switched on at the power outlet in the wall?

Yes, is the power switch on the unit switched to on (I) position?

No, switch the power on, problem solved

Yes

No, switch the power switch to ON (I) position, problem solved

**** NOTE:** The heater will increase the water temperature by 25°. You should start with hot tap water in the bladder.

Empty the Tank-in-Tank assembly with hot tap water (Not boiling or water heated in the microwave).

Allow heater to warm up for about 2 minutes. Is the water spraying out hot now?

Yes, problem solved

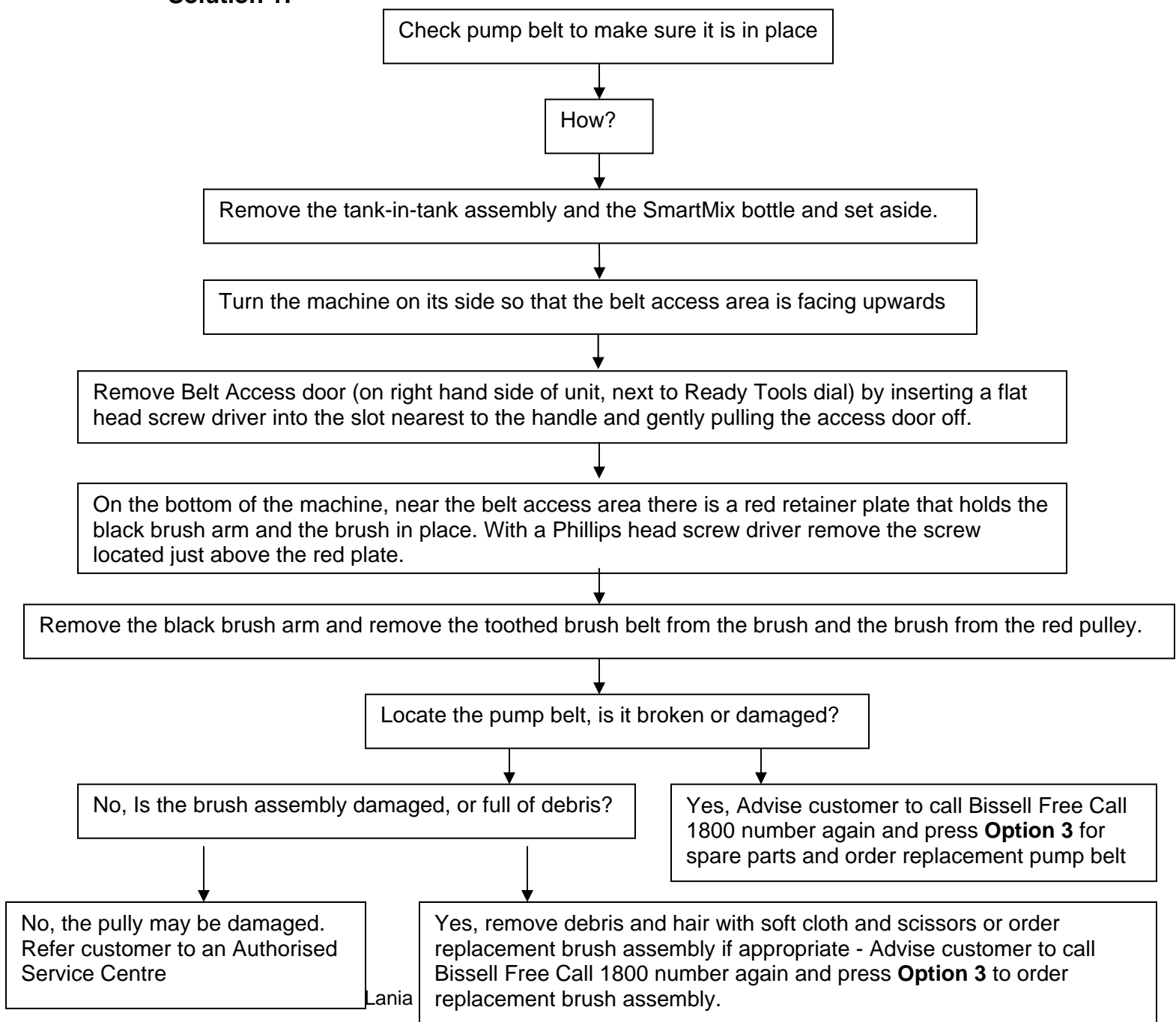
No, refer customer to an Authorized Service Centre

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:**

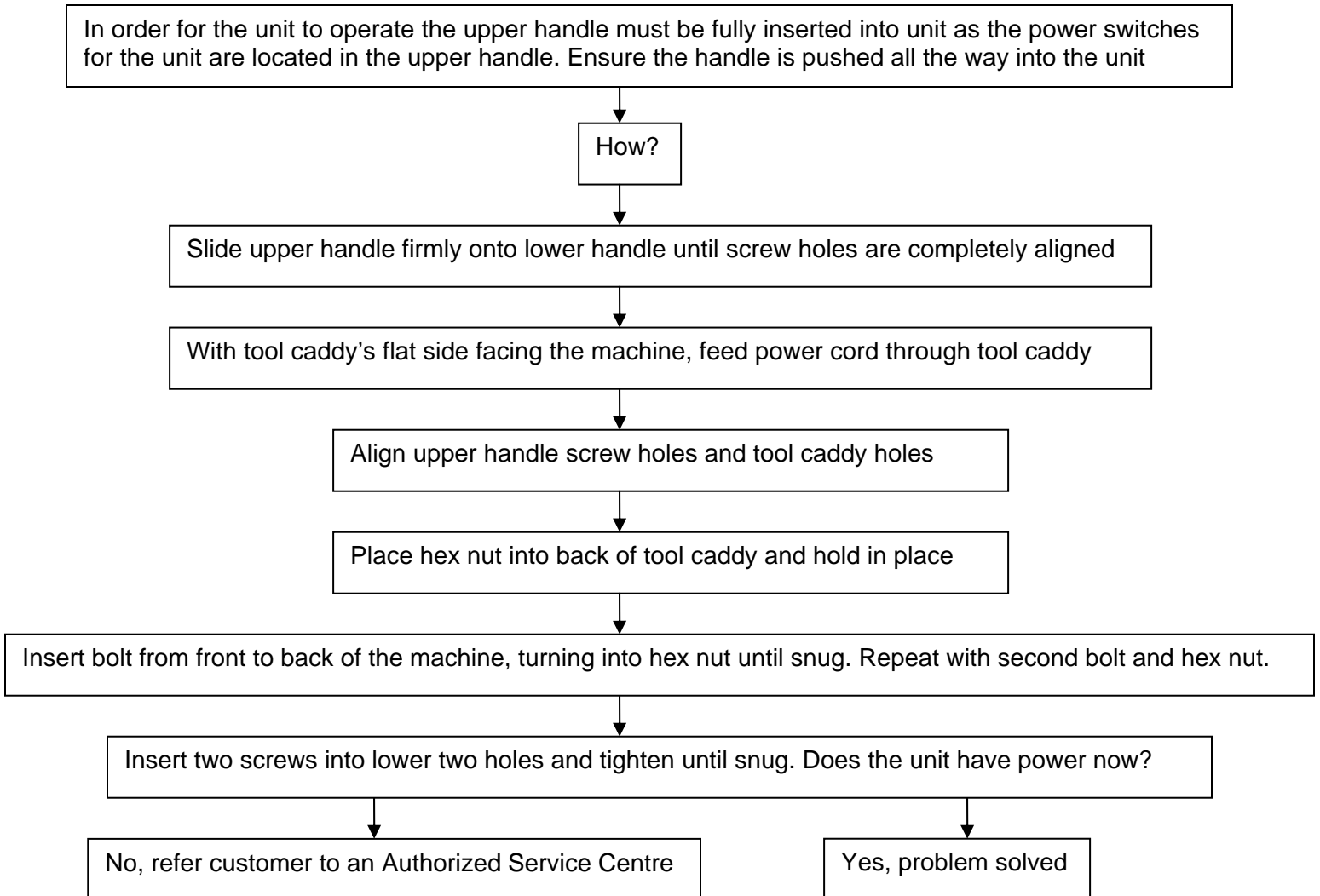
1. When using the unit to clean mats, take care to ensure machine does not catch on the edge of the mat. Only clean mats that are large enough to clean without catching edges of the mat.
2. Press trigger only while making a backward pass over floor surface, not while moving forwards.
3. Ensure hair and 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:



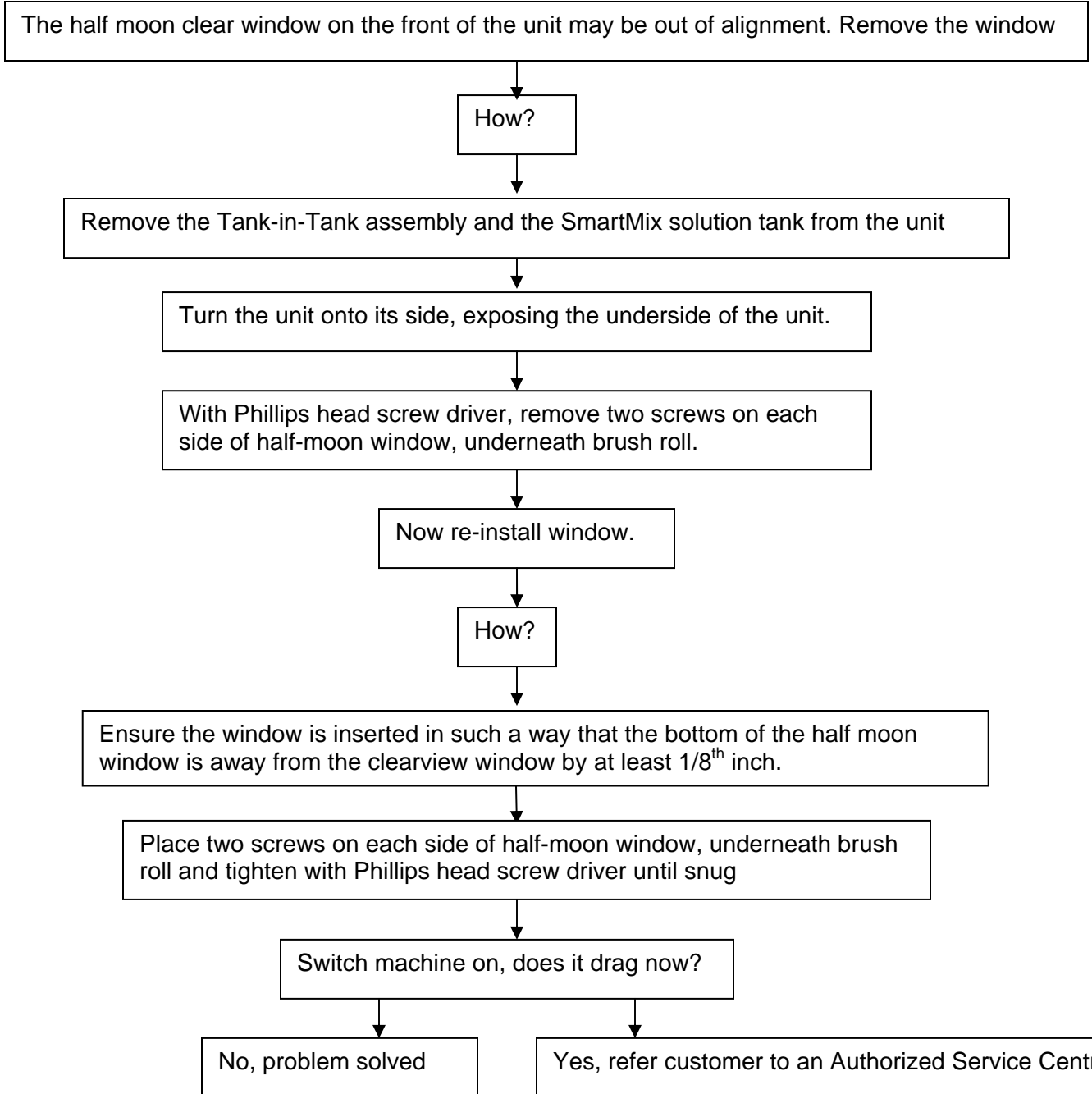
Consumer states the unit has **no power**.

Solution 1:



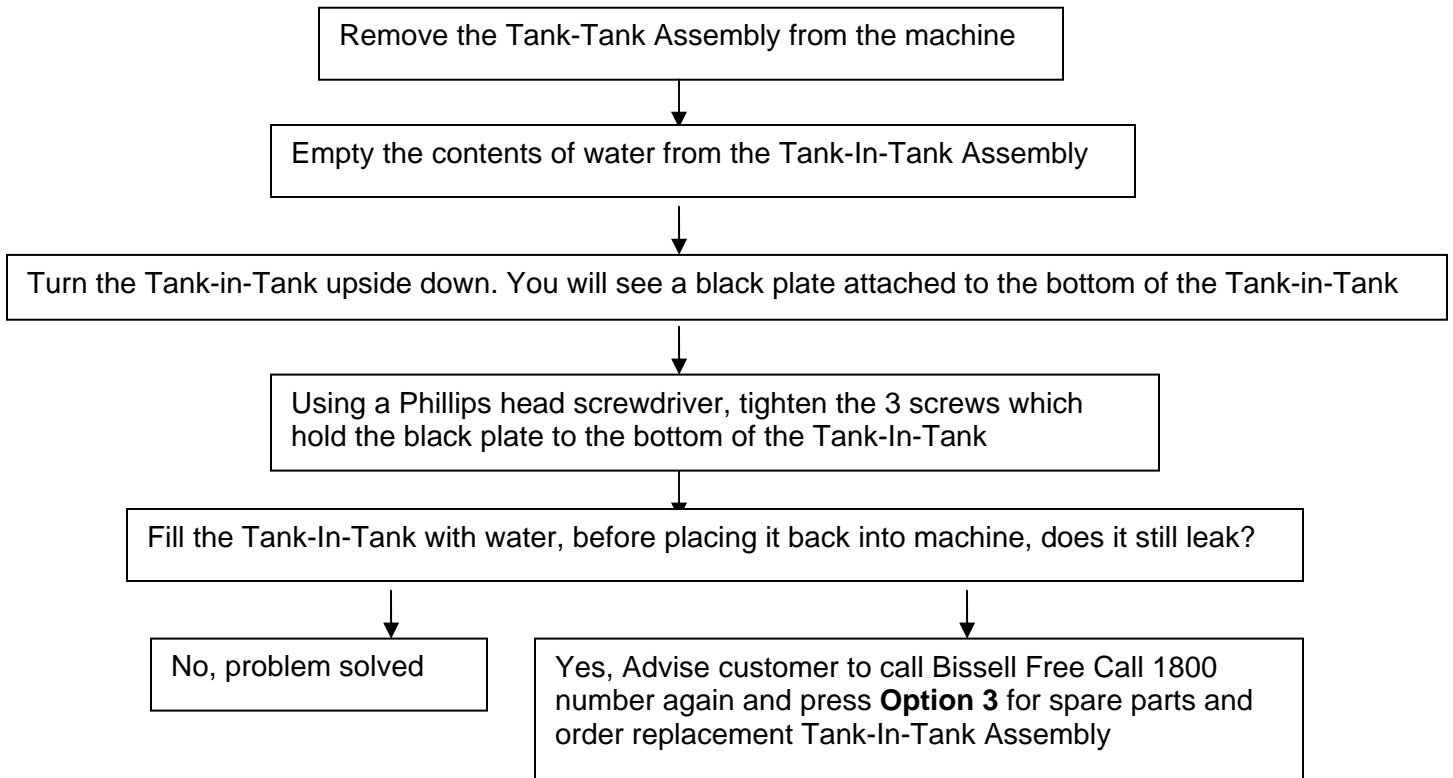
Consumer states the unit drags on carpet

Solution 1:



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

Solution 1:



Consumer states **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.