

Troubleshooting

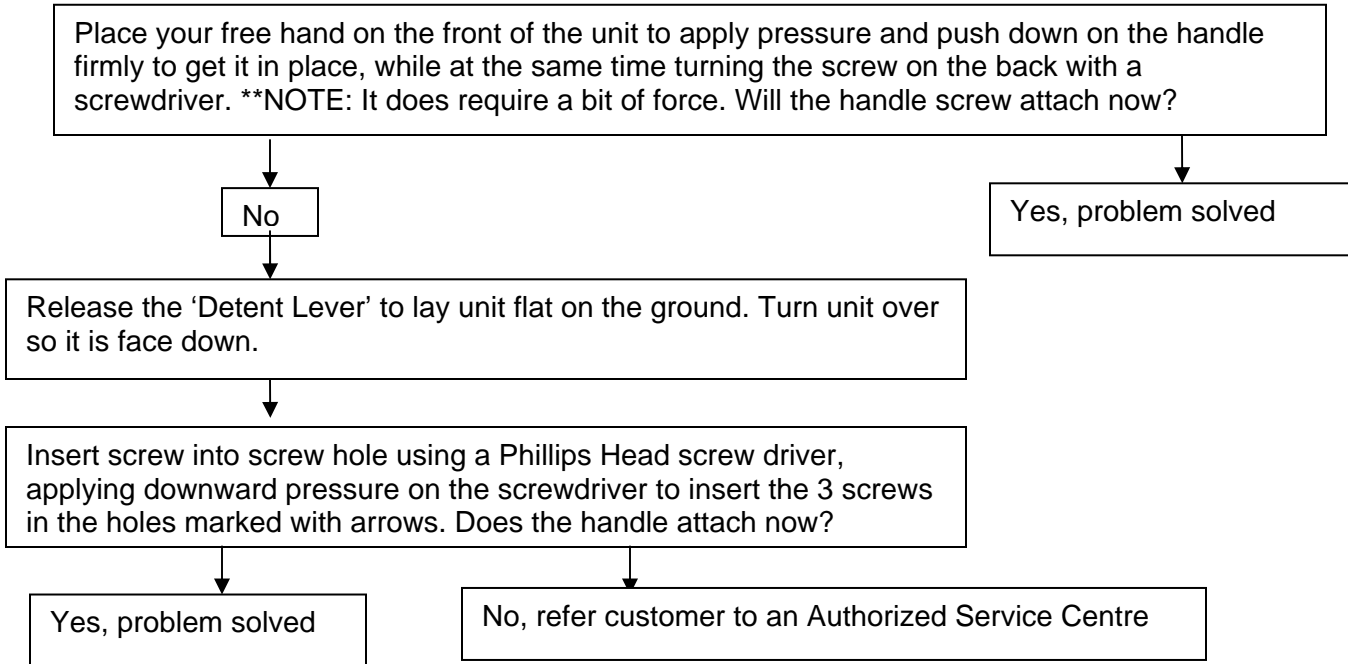
Bissell Quickwash BS-1970F

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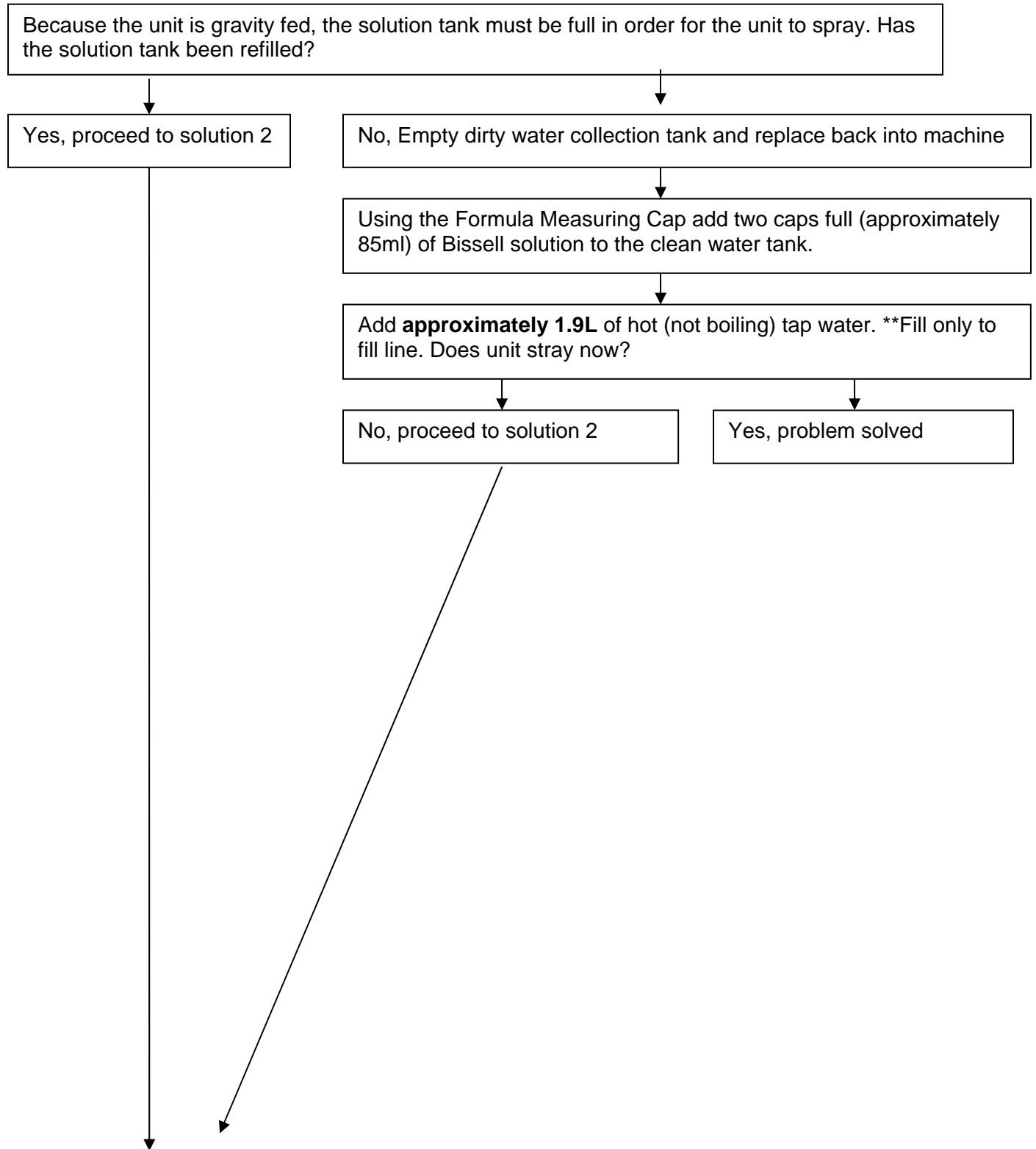
Consumer states the handle screw will not attach

Solution 1:



Consumer states unit will **not spray**

Solution 1:



Solution 2:

This machine can get a small air lock in it which can cause the unit not to spray

This air lock is easy to remove

How?

Switch the machine off

There may be a slight air-lock in the machine. You will need to remove the air lock.

How?

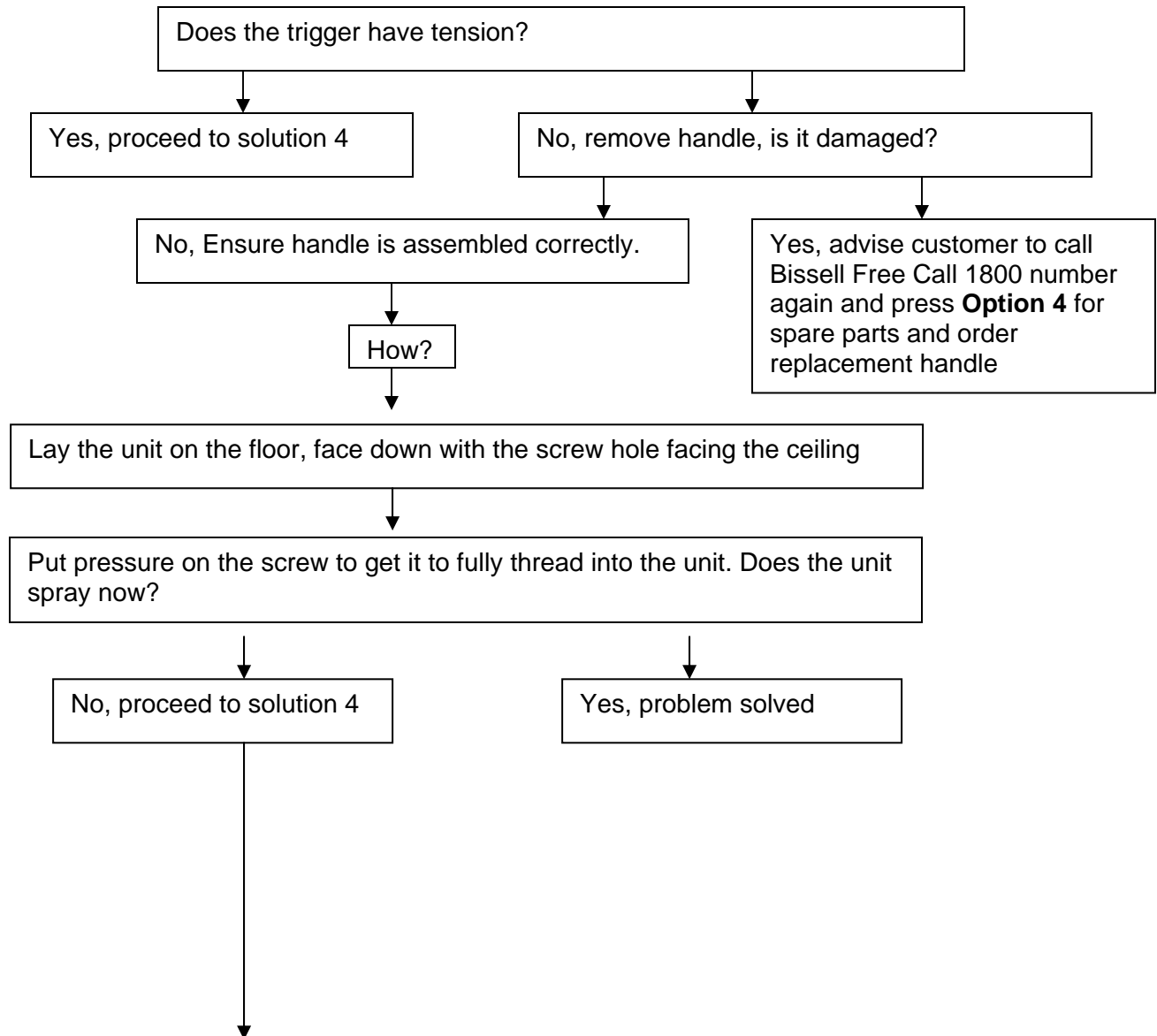
Turn the machine of at the power switch and at the plug in the wall. Hold the solution dispensing trigger (located on the handle) in for 30sec-1min and then release the trigger and switch the machine on

Now when you press the trigger as you move backwards over the floor using the machine, the solution should now spray freely, does it spray now?

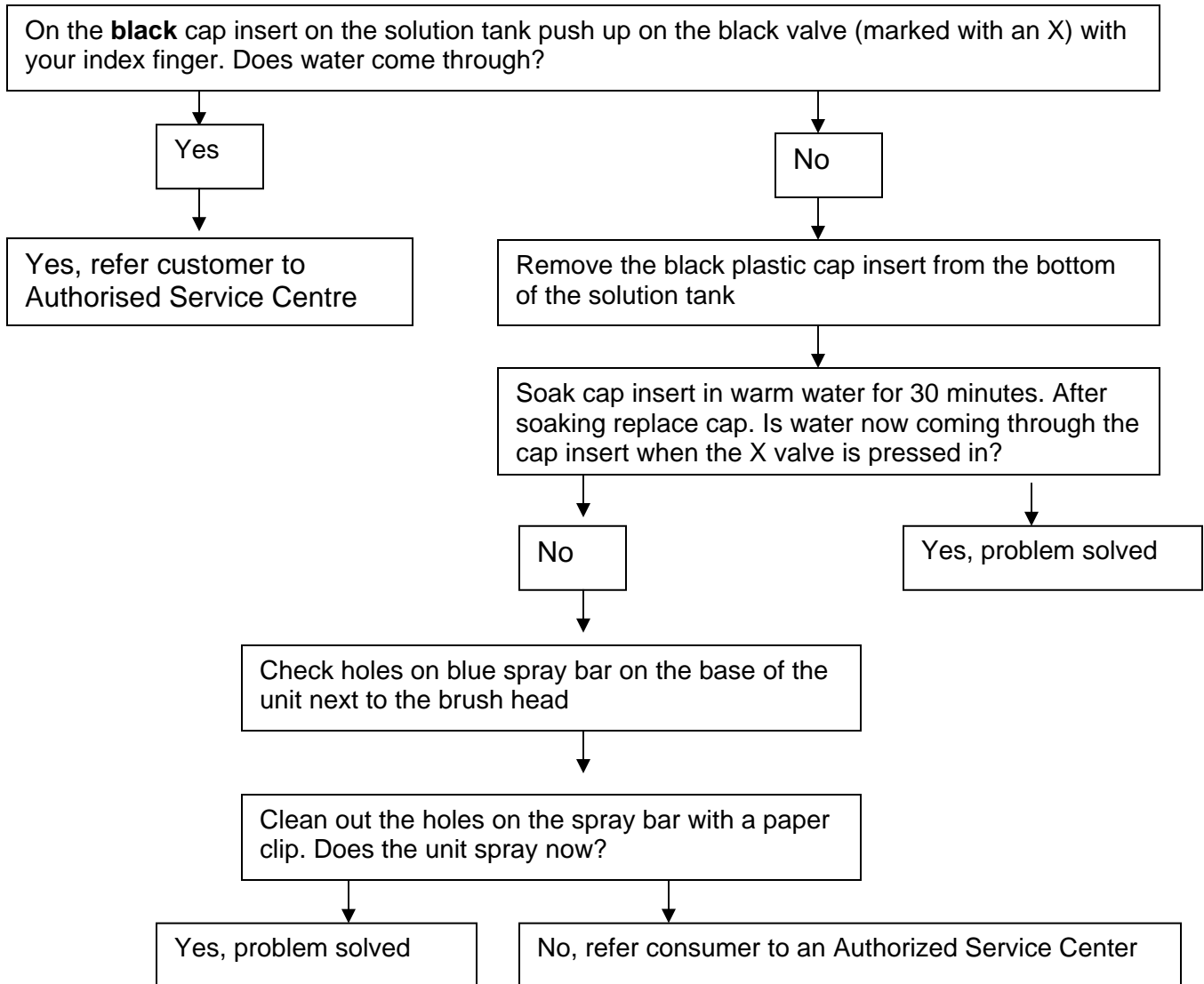
No, proceed to solution 3

Yes, problem solved

Solution 3:



Solution 4:



How to change (remove and fit) brush/bare floor attachment

Solution 1:

**NOTE: The brush (broom like attachment is for use on carpets)
The attachment with the foam and squeegee is for use on bare floors
(The squeegee must face towards the front)



Release grey rectangle shaped latches on each side (left & right) of the green dirty water collection tank by pulling them in an up and then down motion



Remove the green dirty water collection tank by grabbing grey handle and pulling tank towards you



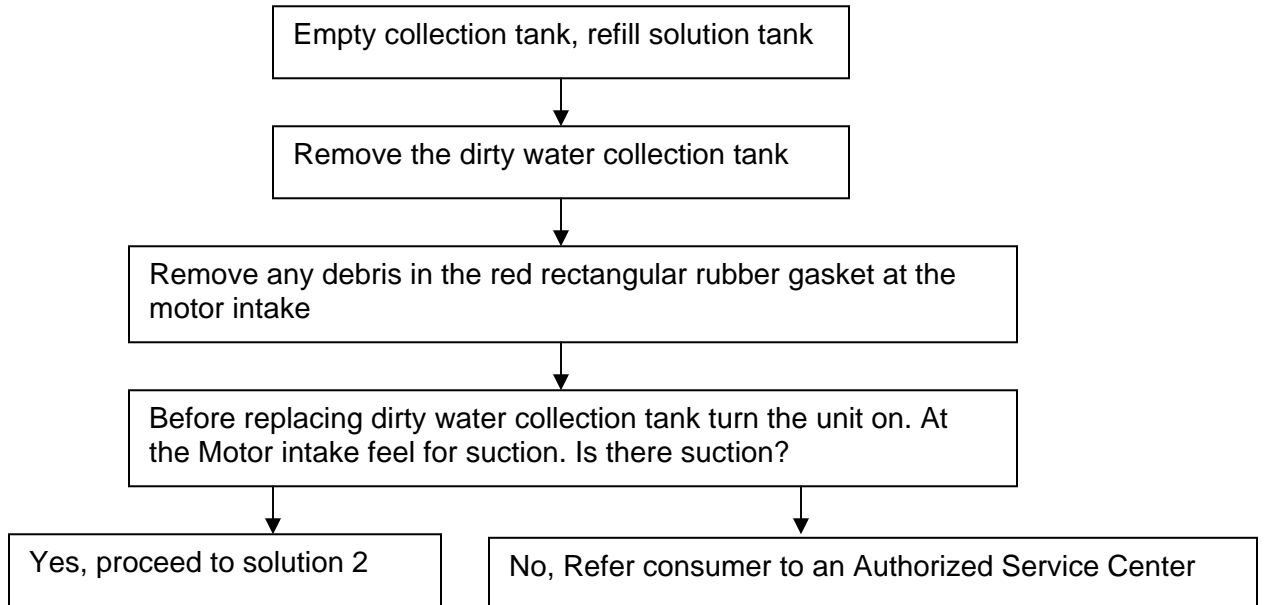
There are two grey pieces of plastic where the brush sits sticking up through 2 holes. Push these pieces of plastic towards each other with your thumbs and down so that the brush drops down, out from the base of the bottom of the unit



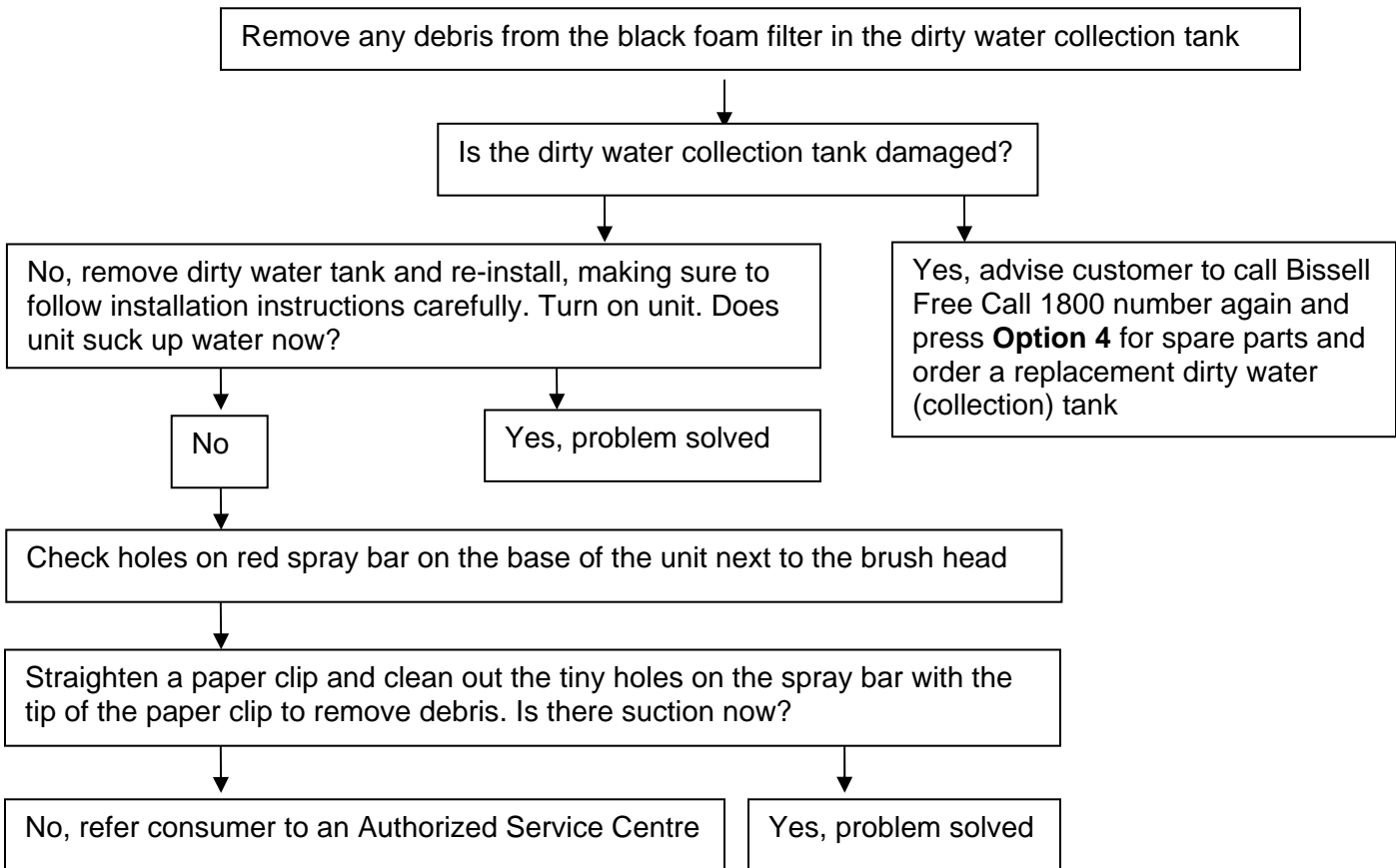
Now simply place the other attachment on the machine by aligning the grey plastic tabs into the holes and pushing up to click the attachment in place

Consumer states **no suction**

Solution 1:

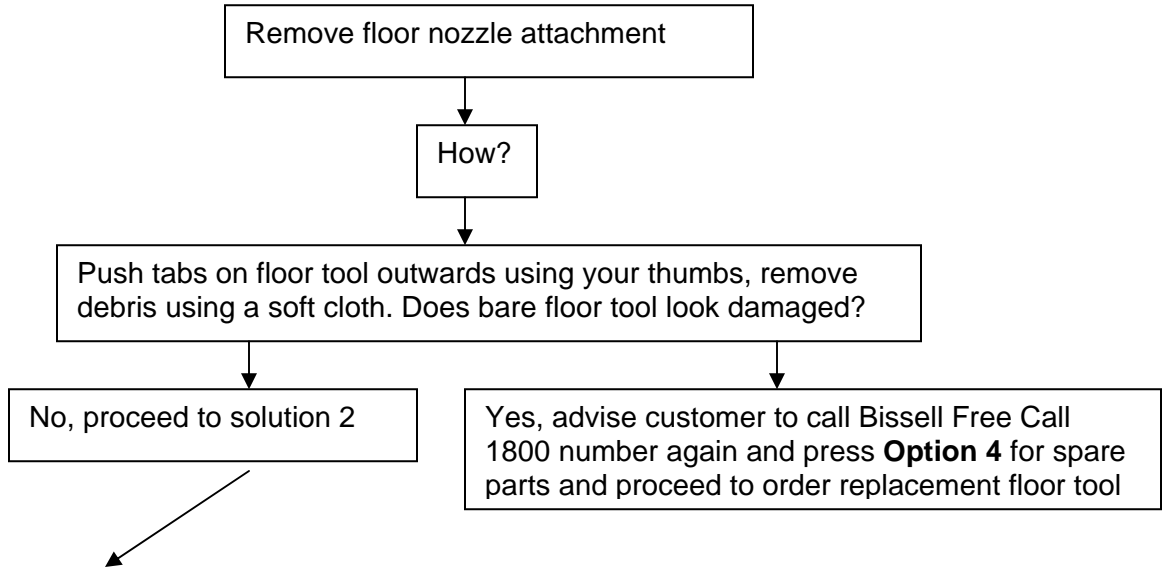


Solution 2:

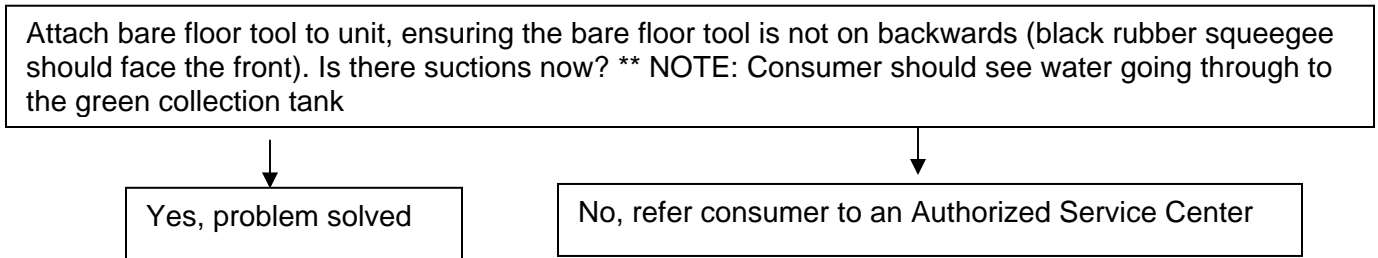


The unit is **not sucking while using bare floor tool**

Solution 1:



Solution 2:



Consumer states no power

Solution 1:

Try the unit in another outlet that you know is functioning (Has a functioning appliance in it already). Is the cord plugged into a functioning power outlet?

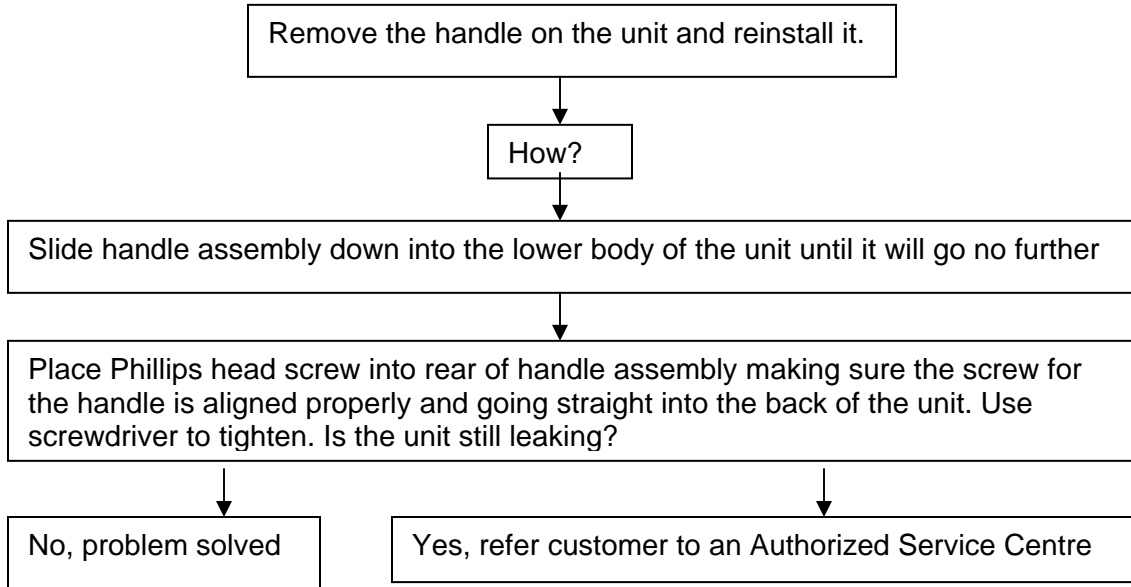


No, plug unit into a functioning power outlet

Yes, refer customer to an Authorized Service centre

Consumer states the unit is leaking at the spray bar

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. However, it has passed all Australian Electrical Appliance Safety standards including noise level tests.

Also the designers have tried to keep the unit as compact and light weight as possible and in doing so they have put less insulation in the body of the unit around the motor, to make the unit smaller which has lead to the unit being quite noisy.

May suggest ear plugs