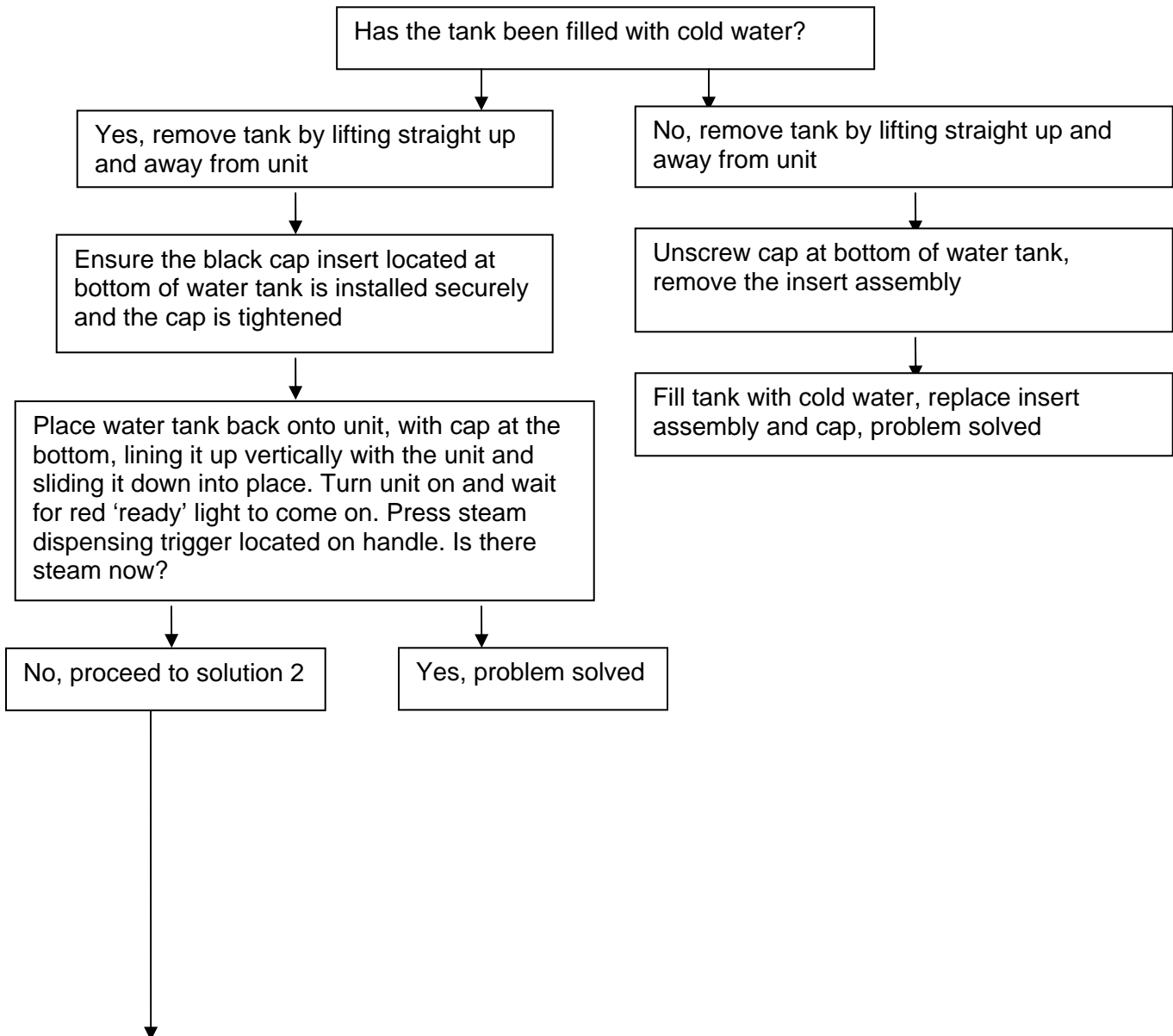


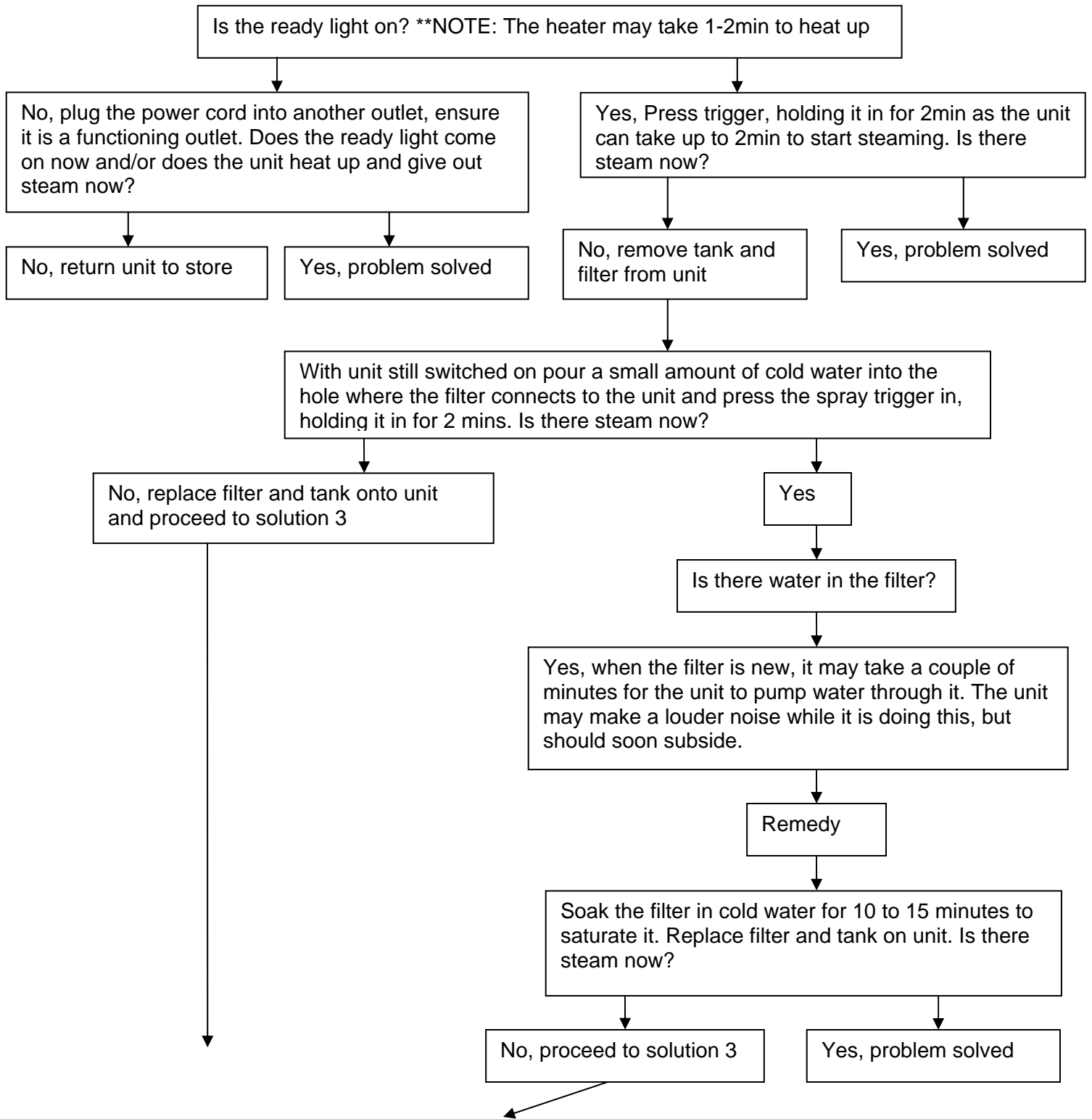
Troubleshooting Bissell Steam Mop BS-1867F

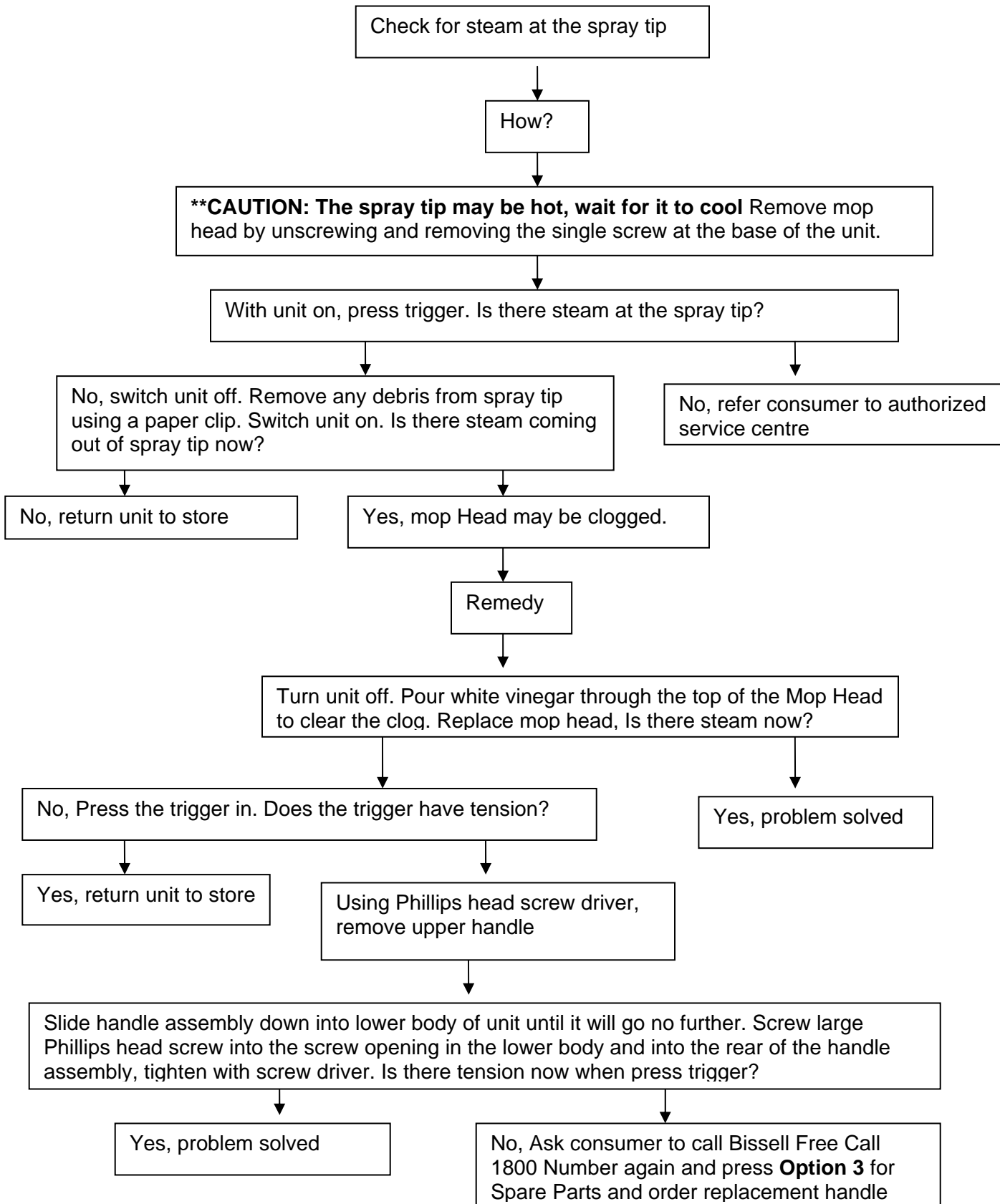
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Consumer states unit will not steam**Solution 1:**

Solution 2:



Solution 3:

Consumer states calcium filter is turning blue

Solution 1:

The calcium filter will change from green to blue, which will usually occur over a period of 6 to 9-month time span depending on use. When the filter is completely blue, it is time to replace it. Using distilled water may extend the life of the filter.



Ask consumer to call Bissell Free Call 1800 Number again and press **Option 3** for Spare Parts and order a replacement filter

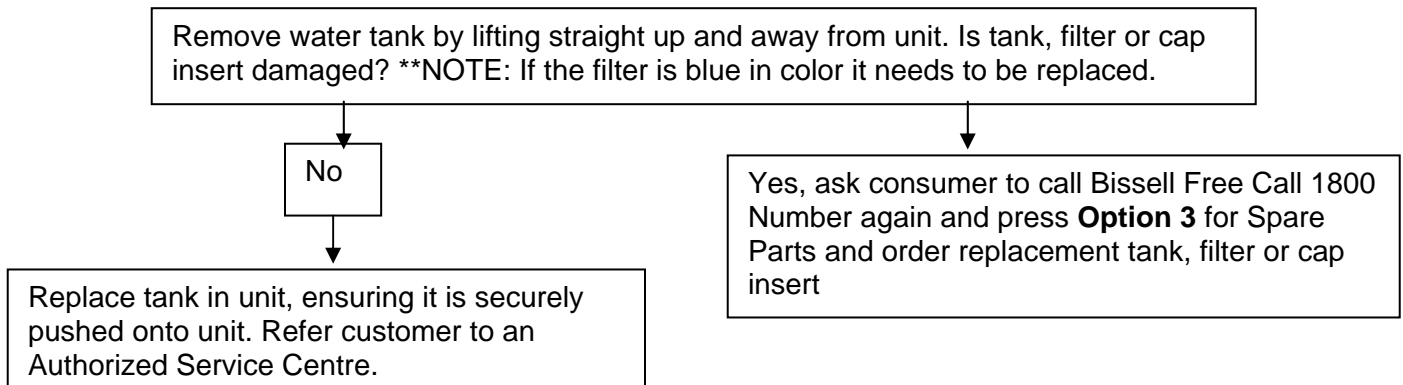
Consumer states **mop head/unit below the filter is quite warm to the touch**

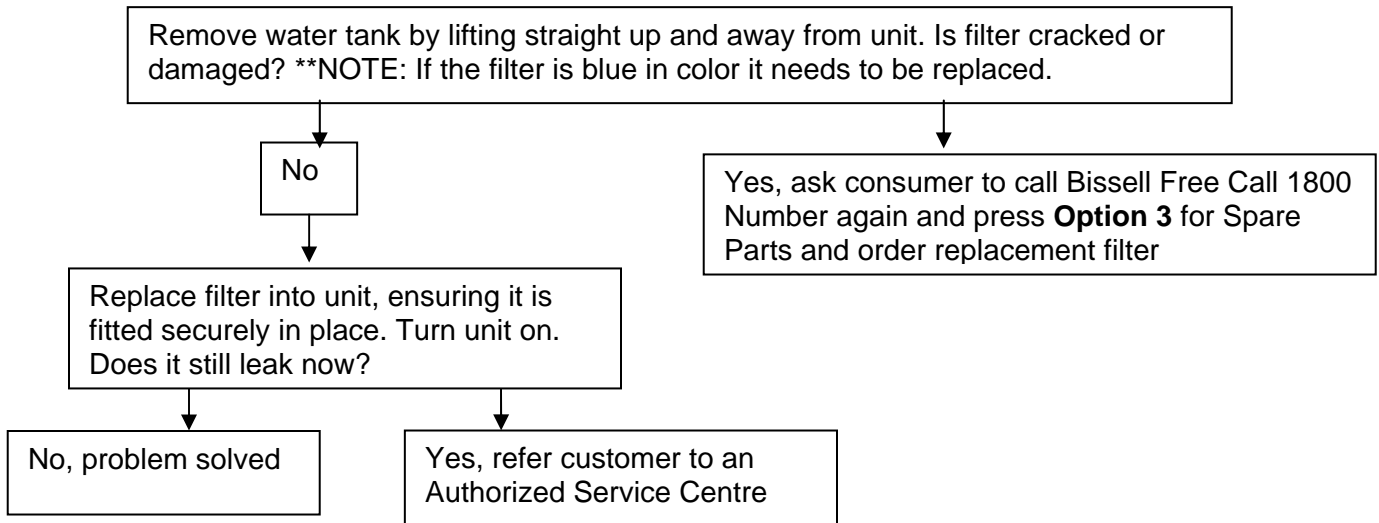
Solution 1:

The lower surfaces of the unit will become warm to the touch after it has been used for a few minutes. There is a warning panel on the back of the unit to remind the consumer to avoid contact.

Consumer states **unit leaks between the tank and filter**

Solution1:



Consumer states unit leaks between the filter and the unit**Solution1:**

Consumer states **new mop pad has developed holes in it after little use**

Solution 1:

Ask consumer to read out the date code on the customer's unit.

If it is **before J03037**, the mop pad has been redesigned and now has a reinforced insert in the pad. Advise customer to call Bissell Free call 1800 number again and press option 3 for spare parts. They can then ask for the spare parts office to send a replacement mop pad to them at no charge.

If it is **after J03037**, ask consumer to call Bissell Free Call 1800 Number again and press **Option 3** for Spare Parts and order replacement filter

Consumer states **unit left a yellow ring on their linoleum**

Solution 1:

Put some undiluted white vinegar on a dry white cloth and wipe on yellow area. This should remove the yellow from the linoleum

Consumer states **steam emitted from the hole on side of unit**

Solution 1:

CAUTION: This area may be hot This hole is a pressure relief valve. The valve is designed to release steam if something is blocking the steam path inside the unit.

Remedy

Using a Phillips head screw driver remove the single screw at the base of the unit and remove mop head. ***CAUTION: The spray tip may be hot*** Clear any clogs from the spray tip.

Replace mop head back onto unit and tighten screw. Turn unit on. Is steam emitting from the hole on the side of the unit now?

Yes, proceed to solution 2

No, problem solved

Solution 2:

Remove water tank by lifting straight up and away from unit. Is filter cracked or damaged? ****NOTE: If the filter is blue in color it needs to be replaced.**

No

Yes, ask consumer to call Bissell Free Call 1800 Number again and press **Option 3** for Spare Parts and order replacement filter

Replace filter into unit, ensuring it is fitted securely in place. Turn unit on. Does steam emit from the side of the unit now?

No, problem solved

Yes, refer customer to an Authorized Service Centre

How much steam do I need to dispense? /Consumer States floor is left very wet

Press the trigger to dispense steam every 1 square metre or so, like an iron, if you dispense too much steam you end up with a lot of water, which defeats the purpose of using steam

Can I use the steam mop on my floorboards?

Bissell recommends you use the steam mop on sealed surfaces only. It is recommended to check with the manufacturer of your hard floors.

****NOTE:** As a general rule, if you use a mop and bucket on your floorboards then you can use the Steam Mop on your floorboards