IMPORTANT SAFETY INSTRUCTIONS

READ ALL INSTRUCTIONS BEFORE USING YOUR HAND VACUUM.
Always connect to outlet for charging. Unplug from outlet when not in use and before conducting maintenance. When using an electrical appliance, basic precautions should be observed, including the following:

⚠️ WARNING
TO REDUCE THE RISK OF FIRE, ELECTRIC SHOCK, OR INJURY:
» Do not use outdoors or on wet surfaces.
» Do not allow to be used 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 put any object into opening.
» Do not use with any opening blocked.
» Do not unplug by pulling on cord. To unplug, grasp the plug, not the cord.
» Do not handle charger, including charger plug and charger terminal with wet hands.
» Do not charge the unit outdoors.
» Use only the charger supplied by the manufacturer to recharge.
» Do not incinerate the appliance even if it severely damaged. The batteries can explode in a fire.
» Keep openings free of dust, lint, hair and anything that may reduce airflow.
» Keep hair, loose clothing, fingers, and all parts of body away from openings and moving parts.
» Use extra care when cleaning stairs.
» Do not use to pick up flammable or combustible materials (lighter fluid, gasoline, kerosene, etc.) or use in areas where they may be present.
» 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 cup or filters in place.
» Use only on dry, indoor surfaces.
» Always turn off this appliance before connecting or disconnecting the motorized nozzle.

SAVE THESE INSTRUCTIONS FOR FUTURE USE
This model is for household use only.
We’re glad you purchased a BISSELL hand vacuum. Everything we know about floor care went into the design and construction of this complete, high-tech home cleaning system.

Your BISSELL hand vacuum is well made, and we back it with a limited one-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 hard floor cleaner.

Thanks again, from all of us at BISSELL.

Mark J. Bissell  
Chairman & CEO
Product View

1. Dirt Cup
2. Filter
3. Washable Filter Cup
4. Charging Light
5. Dirt Cup Release
6. Power Button
7. Charging Adapter Plug
8. Crevice Tool
9. Motorized brush
10. Upholstery Tool
11. 2-in-1 Dusting Brush*

*varies by model

**WARNING**
Plastic film can be dangerous. To avoid danger of suffocation, keep away from babies and children.

**WARNING**
Do not plug in your hard floor cleaner until you are familiar with all instructions and operating procedures.

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

Your hand vacuum comes fully assembled.

Charging

***IMPORTANT*** ALWAYS TURN UNIT OFF PRIOR TO CHARGING*
*Failing to do so may result in battery not fully charging

1. Insert charging adapter plug into the charging port on the back of the unit.

2. Plug the adapter into the wall outlet. The power LED lights will illuminate when charging. Charge the unit completely for 5 hours prior to first use.

NOTE: The charge light will turn RED during charging and turn OFF once it is fully charged. The adaptor may become warm during charging – this is normal.

3. When the unit is fully discharged, approximately 5 hours of charging time is required for the battery to regain full capacity.

Operations

Using your hand vacuum

1. Unplug the machine from the charging adapter.

2. The power button is located on the top of the handle.

3. Push power button ON.

Using the motorized brush

1. To attach the motorized brush, make sure the unit is in the OFF position.

2. Firmly insert the motorized brush into the nozzle of the hand vac until it snaps into place.

3. To detach, press the button on top of the motorized brush and pull out.

4. The motorized brush can be used to vacuum stairs, upholstery and other hard to reach areas.
Using hand vacuum accessories

1. To use hand vacuum accessories, remove the motorized brush as directed in “Using the motorized brush” section on page 5, and then insert the end of the tool into the end of the hand vacuum prior to turning hand vacuum ON.

2. If your hand vacuum came with the 2-in-1 dusting brush, simply slide the dusting brush tool on top of the upholstery tool until you hear a click.

3. Accessories can be combined together or used individually based on your cleaning needs.

**NOTE:** The upholstery tool can be rotated either clockwise or counterclockwise for cleaning convenience.
To maintain maximum cleaning performance, the following maintenance steps must be performed:

**Emptying the dirt cup**
Dirt cup should be emptied before debris reaches the FULL line on cup.

1. Turn power OFF.
3. Hold the hand vacuum vertically and depress release button on the front to release dirt cup.
4. Grasp filter tabs and pull vertically to remove filter cup and empty dirt into waste container.
5. Replace filter back into the dirt cup and attach dirt cup to hand vacuum until it snaps securely into place.

**Cleaning or replacing the filter**
The key to maximum performance is having a clean filter. Cleaning the filter after each use will help your vacuum operate at peak efficiency.
Use only genuine BISSELL replacement filters in your BISSELL hand vacuum. To purchase visit WWW.BISSELL.COM or call 1-800-237-7691.

**To clean filter:**
1. Turn power OFF.
2. Remove the dirt cup as directed in “Emptying the dirt cup” in previous section.
3a. To remove filter cup from the dirt cup, grasp filter tabs and lift up to remove the washable filter cup from the dirt cup. Grip the filter cup and turn counterclockwise and lift down to remove filter from filter cup.
b. Tap firmly against the inside of a waste container, removing any visible dirt.
4. Replace filter back into the filter cup then turn clockwise to lock into place.
5. Attach filter cup back into the dirt cup and attach to hand vacuum until it snaps securely in place.

**NOTE:** After heavy usage, you may clean the filter and filter cup by washing it gently by hand in warm water and mild dish detergent. Rinse thoroughly and make certain it is completely dry before replacing it.

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

**WARNING**
Do not operate appliance with damp or wet filters or without all filters in place.
Maintenance & Care

Nozzle and Motorized Brush Maintenance
Keep nozzle clean and free of debris by wiping with clean, damp cloth.

Brush Roll Maintenance
The brush roll may accumulate debris such as strings, hair and fibers. This type of debris can wrap around the brush and diminish its ability to clean effectively.

To remove brush roll for cleaning:
1. Turn power OFF.
2. Detach motorized brush if attached OR turn unit over to access the brush roll.
3. To remove brush roll, use a coin to turn clockwise to unlock the brush roll.
4. Then simply lift the brush out of the foot and clean off hair or other debris from brush roll.
5. Place the cleaned brush roll back into the foot of unit and use coin to turn lock counterclockwise to lock into place.
Maintenance & Care

Disposal of batteries
If your Pet Hair Eraser® Cordless Hand Vacuum is to be disposed of, the batteries should be removed and disposed of properly.

1. IMPORTANT: Unplug charger.
2. Remove dirt cup from handle.
3. Remove (8) Phillips head screws and remove the lens from the hand vacuum.
4. Lift off the hand vacuum cover.
5. Remove the entire battery assembly from the cover.
6. Cut wires from the PCB and wrap the wire ends with insulation tape.
7. Keep Battery Pack together – DO NOT separate individual batteries. For specific disposal instructions of batteries, please contact RBRC (Rechargeable Battery Recycling Corporation) 1-800-822-8837 or visit www.rbrc.com.
8. Discard remainder of product

CAUTION: Disconnecting the battery will destroy the appliance and void the warranty.

WARNING
This product contains Nickel Metal Hydride (Ni-MH) rechargeable batteries. According to Federal and State regulations, removal and proper disposal of Ni-MH batteries is required. For removal of the batteries in your Pet Hair Eraser® Cordless Hand Vacuum see instructions on this page.
## Troubleshooting

### WARNING

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

<table>
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<tr>
<th>Problem</th>
<th>Possible causes</th>
<th>Remedies</th>
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<td>Vacuum won't turn on</td>
<td>Battery is fully discharged</td>
<td>Charge battery. Follow charging battery instructions on page 5</td>
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<tr>
<td></td>
<td>Dirt container is full</td>
<td>Empty dirt container</td>
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<tr>
<td></td>
<td>Dirt container is not installed properly</td>
<td>Position container correctly and snap firmly into place</td>
</tr>
<tr>
<td></td>
<td>Filters need cleaning</td>
<td>Follow filter instructions on page 7</td>
</tr>
<tr>
<td></td>
<td>Filters need replacing</td>
<td>Visit <a href="http://www.bissell.com">www.bissell.com</a> or call 1-800-237-7691 to order replacement filters</td>
</tr>
<tr>
<td></td>
<td>Battery needs charging</td>
<td>Charge battery. Follow charging battery instructions on page 5</td>
</tr>
<tr>
<td>Vacuum cleaner has low suction</td>
<td>Visible dirt escaping from vacuum</td>
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Other maintenance or service not included in the manual should be performed by an authorized service representative.

Thank you for selecting a BISSELL product.

**For any questions or concerns, BISSELL is happy to be of service. Contact us directly at 1-800-237-7691.**
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 One-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 one year 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.

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 one year duration from the date of purchase as described above.

Some states do not allow limitations on how long an implied warranty lasts 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.

Service

If your BISSELL product should require service:

Visit BISSELL.com or 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 8am - 10pm ET
Saturday 9am - 8pm ET
Sunday 10am - 7pm ET
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](http://www.BISSELL.com/registration)!

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**Visit us online at: 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 11 for details.

**Parts & Supplies**
For Parts and Supplies, go to BISSELL.com and enter your model number in the search field.

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We can’t wait to hear from you!
We really do read your comments, tweets, and posts.

Rate this product on [BISSELL.com](http://www.BISSELL.com) or any of our retailer sites and let us (and millions of your closest friends) know what you think!

For cleaning tips and more visit [www.BISSELL.com](http://www.BISSELL.com) or find us at: