

# Cleanview<sup>®</sup> Helix<sup>™</sup>

USER'S GUIDE  
82H1 SERIES



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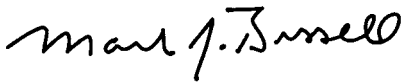
## Thanks for buying a BISSELL Cleanview® Helix™

We're glad you purchased a BISSELL vacuum. Everything we know about floor care went into the design and construction of this complete, high-tech home cleaning system. By purchasing this product you are helping BISSELL with our commitment to reducing our impact on the environment through an expanding range of sustainable design efforts.

Your carpet cleaner is well made, and we back it with a limited three-year warranty. We also stand behind it with a knowledgeable, dedicated Consumer Services 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 carpet cleaner.

Thanks again, from all of us at BISSELL.



**Mark J. Bissell**  
**President and Chief Executive Officer**

# IMPORTANT SAFETY INSTRUCTIONS

When using an electrical appliance, basic precautions should be observed, including the following:

## READ ALL INSTRUCTIONS BEFORE USING YOUR UPRIGHT VACUUM.

Always connect to a polarized outlet (left slot is wider than right). Unplug from outlet when not in use and before conducting maintenance.

### **WARNING:** To reduce the risk of fire, electric shock, or injury:

- Do not modify the polarized plug to fit a non-polarized outlet or extension cord.
- Do not leave vacuum cleaner unattended when it is plugged in.
- Unplug from outlet when not in use and before servicing.
- Unplug before attaching the TurboBrush.
- Do not use outdoors or on wet surfaces.
- Do not allow children to operate vacuum cleaner or use 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 pull or carry by cord, use cord as a handle, close a door on cord, or pull cord around sharp edges or corners. Do not run appliance over cord. Keep cord away from heated surfaces.
- Do not unplug by pulling on cord. To unplug, grasp the plug, not the cord.
- Do not handle vacuum cleaner or plug with wet hands.
- Do not put any object into openings. Do not use with any opening blocked; keep openings free of dust, lint, hair, and anything that may reduce air flow.
- Keep hair, loose clothing, fingers, and all parts of body away from openings and moving parts.

- Turn off all controls before plugging or unplugging vacuum cleaner.
- Use extra care when cleaning stairs.
- Do not pick up flammable materials (lighter fluid, gasoline, kerosene, etc.) or use in the presence of explosive liquids or vapors.
- 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 filters in place.
- Use only on dry, indoor surfaces.
- Keep appliance on a level surface.
- Do not carry the vacuum cleaner while it is running.

## SAVE THESE INSTRUCTIONS FOR FUTURE USE

## THIS APPLIANCE HAS A POLARIZED PLUG.

To reduce the risk of electric shock, this appliance has a polarized plug (one blade is wider than the other). This plug will fit in a polarized outlet only one way. If the plug does not fit fully in the outlet, reverse the plug. If it still does not fit, contact a qualified electrician to install a proper outlet. Do not change the plug in any way.

This model is for household use only.

## Product view



### CAUTION:

Do not plug in your vacuum cleaner until you are familiar with all instructions and operating procedures.



### WARNING:

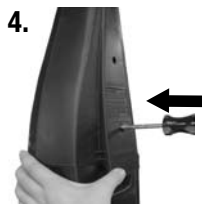
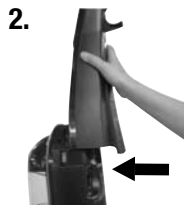
Plastic film can be dangerous. To avoid danger of suffocation, keep away from babies and children.

# Assembly

The only tool you'll need to assemble your vacuum cleaner is a Philips head screwdriver.

## Attach handle to vacuum

1. Locate the vacuum handle and remove the screw packet taped to the base of the handle.
2. Stand the vacuum upright and slide the base of the handle firmly into the grooves at the top of the vacuum body.
3. Check to be sure the handle is fitted to the vacuum body. If there is a gap in front, continue to push firmly until the handle is flush.
4. Insert the screw provided from the screw packet into the existing hole. Tighten securely with a screwdriver.



## Attach vacuum hose and tools

1. Attach the Twist 'n Snap™ hose by lining up the tabs on the base with the corresponding notches on the back of the vacuum.
2. Turn the Twist 'n Snap hose to the right to lock the hose into place.
3. Grasping the Quick Reach handle, slide the end of the hose wand onto the hose wand base. Snap the hose into the hose clip.

**NOTE: The Powerfoot will not suction properly unless the hose wand is firmly attached.**

4. Snap the extension wand and the crevice tool together into the storage clip.
5. Snap the combination tool into the storage clip.
6. Attach the TurboBrush by aligning the small holes near the brush roll with the tabs at the bottom of TurboBrush housing. Snap TurboBrush into place.



# Operation

## Handle position

Press the handle release pedal with your foot to place your Cleanview Helix into one of three cleaning positions.

- 1. Upright** For storage and above floor cleaning with tools.
- 2. Normal cleaning** Press handle release pedal once. Use for most household floor cleaning tasks.
- 3. Low cleaning** With the vacuum in normal cleaning position, press handle release pedal again, use for reaching under low furniture such as tables, chairs or beds.

## Height adjustment

The Powerfoot/Rotating floor brush can be adjusted to clean several floor surfaces.

**NOTE:** For optimal cleaning performance, adjust to the lowest practical setting. If your cleaner is difficult to push, adjust to the next higher setting.

- Place handle in upright position.
- Turn height adjustment knob to desired setting.
  - Lowest Setting** For bare floors.
  - Medium Settings** For short and medium pile carpets.
  - Highest Setting** For plush pile carpet.
- Place the handle in the normal cleaning position and the Powerfoot will adjust to the setting chosen.

**NOTE:** You may also adjust the setting while in the normal cleaning position.



### **CAUTION:**

Before using your vacuum, make sure that the dirt container is in locked position and that all filters (inner circular, outer circular, pre-motor and post-motor) are in place. Do not operate your vacuum without these filters.



### *Tip:*

Before cleaning under low furniture, check area first for objects that might harm the unit or block the vacuum hose.

### *Tip:*

Your vacuum features a Quick Release cord wrap. To remove the power cord quickly and easily, rotate the upper cord wrap towards floor, and slip power cord from upper and lower cord wraps.

### *Tip:*

Hair, string and small objects can block the vacuum hose or tools. Check them occasionally for obstructions.

# Operation

## Transporting cleaner

1. To move your cleaner from room to room, put the Handle in the upright position, tilt the cleaner back on its rear wheels and push forward.
2. The cleaner can also be moved by using the carrying handle.



## Special tools

Your BISSELL Cleanview Helix is not only a powerful carpet and rug vacuum cleaner, it's also a versatile above floor vacuum cleaner when you select one of the special tools.

1. Raise handle to upright position.
2. Grasp the Quick Reach handle and lift hose wand to separate from suction intake opening.
3. Attach tools by firmly pushing onto vacuum hose or extension wand.

### **Crevice tool**

Use in tight narrow spaces.

### **Combination dusting brush/upholstery tool**

Two types of cleaning tools are included in one attachment. Rotate for desired tool. Use brush side to dust furniture, blinds, books, lamps, shelves and baseboards.

### **Extension wand**

Use with desired attachment for a longer reach.

## **NOTICE:**

The floor brush will continue to rotate while you use your vacuum for above floor cleaning. To prevent carpet damage, do not lean on the vacuum or let the powerfoot tilt forward.



## **CAUTION:**

The rotating floor brush continues to rotate while tools are in use. To reduce the risk of injury from moving parts, always move the cleaner with the carrying handle at the back of the cleaner. Always place vacuum cleaner on floor with handle in upright position when using tools. Never place your fingers under the cleaner when it is running. Never place powerfoot on furniture or uneven surfaces. Do not place vacuum cleaner close enough to objects to pull them into rotating brush.

## *Tip:*

Hair, string and small objects can block the vacuum hose or tools. Check them occasionally for obstructions.

## Operation

### **Power cord storage**

When you have finished using your BISSELL Cleanview Helix, return it to the upright position and store the power cord.

1. Turn vacuum cleaner off.
2. Unplug power cord by grasping the polarized plug (NOT the cord) and disconnect from outlet.
3. Loop power cord around cord wraps on side of vacuum cleaner.
4. Clip molded plug to power cord to secure.

### **NOTICE:**

While vacuuming, certain carpets and low humidity conditions may generate small static discharges. The discharges are entirely harmless and are not associated in any way with the main power supply.

## Maintenance and care

To maintain maximum cleaning performance, the following maintenance steps must be performed:

1. Empty the dirt container when the dirt reaches the "Full" line on the side.
2. Check the inner and outer circular filters and the pre-motor filter at least once a month and clean or replace as needed.
3. Replace the post-motor filter every six months.

**Note:** More frequent filter cleaning or replacing may be necessary if you are vacuuming new carpet, fine dust, or have allergy concerns. Follow the instructions on the following pages to perform these simple maintenance steps.



### **WARNING:**

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

### *Tip:*

For maximum cleaning performance, check and clean or replace all filters as suggested.



# Maintenance and care

## Empty Dirt Container

The dirt container needs to be emptied when the dirt reaches the "Full" line on the side of the container.

1. Unplug cleaner from electrical outlet.
2. Slide the Lock 'n Seal lever to the "Unlock" position.
3. Grasp dirt cup portion handle and pull straight out to remove from vacuum.
4. Empty dirt into garbage container.
5. Put the dirt container back in the vacuum and slide the lever to the "Lock" position.

**Note: The dirt container may be washed in warm water with a mild detergent. Make sure it is completely dry before replacing.**



## Cleaning the inner & outer circular filter

Use only genuine BISSELL style replacement filters in your BISSELL Cleanview Helix.

1. Unplug the cleaner from electrical outlet.
2. Remove the dirt container as described in the previous section. Grasp the filter cup located at the bottom of the dirt container, lift up and out. DO NOT TRY TO PULL CIRCULAR FOAM FILTER OUT OF THE FILTER CUP WHILE IT IS STILL IN THE VACUUM.
3. Grasp the plastic tab on the top of the circular foam filters. Twist to unlock and pull out.
4. Separate the outer foam and inner pleated circular filters. Wash each individually by hand in warm water. Mild detergent may be used if desired. Rinse well, then air dry thoroughly before putting them back together and replacing in filter cup.
5. The filter cup may be washed in warm water with a mild detergent. Make sure it is completely dry before reassembling with filters.
6. The upper tank and louvers may also be wiped clean with a damp cloth. Reach underneath the upper tank and turn the rim of the louvers to unlock. Pull straight down to remove. Make sure all parts are dry before replacing.



## Maintenance and care

### Cleaning the pre-motor filter

1. Unplug the cleaner from electrical outlet.
2. The pre-motor filter protects the motor from debris. It is located underneath the filter cup in the center of the round part of the Lock 'n Seal lever.
3. Remove the small round filter and any debris on top of it. Rinse well under warm water, then air dry thoroughly before replacing.

### Replacing the post-motor filter

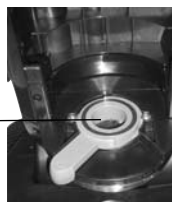
Use only genuine BISSELL style 9 (#32076) replacement filters in your BISSELL Cleanview Helix.

1. Unplug the cleaner from electrical outlet.
2. The post-motor filter assists in the filtration process to return clean air to the room. It is located behind the door on the side of the vacuum. When the filter becomes dirty, open the door, remove the filter and replace. The white, pleated HEPA media filter is not washable.

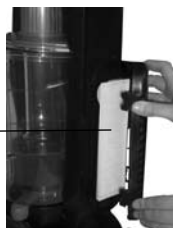
**Note:** A basic washable post-motor filter with reduced filtration is available if desired.

 **WARNING:**  
Do not operate cleaner with damp or wet filters or without all filters in place.

Pre-Motor Filter



Post-Motor Filter



 **WARNING:**  
To reduce the risk of injury from moving parts, turn off vacuum cleaner and disconnect Power Plug from electrical outlet.

# Maintenance and care

## Checking rotating floor brush and drive belt

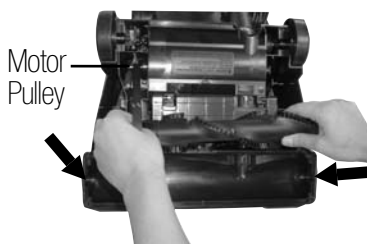
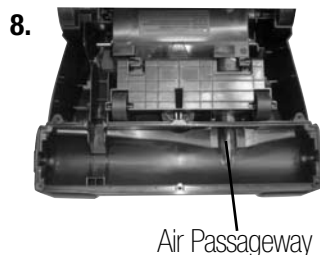
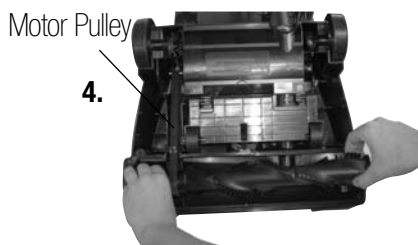
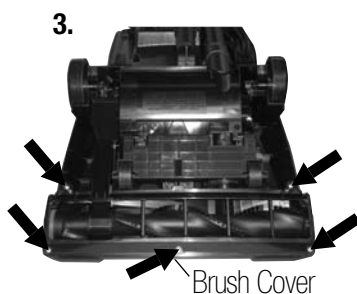
You should check your vacuum cleaner's rotating floor brush and drive belt regularly for wear or damage. You should also clean the brush and brush ends of strings, hair, and carpet fibers. These can wrap around the brush and hamper its ability to effectively clean your carpet. Also remove any debris that has accumulated under the brush cover.

1. Unplug cleaner from electrical outlet.
2. Place handle in low position and turn vacuum cleaner over so bottom side is up.
3. Remove the five screws with a Phillips head screwdriver. Lift the brush cover off.
4. Grasp rotating floor brush at both ends and lift.
5. Clean strings, hair and other debris from rotating floor brush, paying particular attention to brush ends.
6. Clean strings, hair and other debris from motor pulley and drive belt areas.
7. Check drive belt carefully for wear, cuts or stressed areas.
8. Check air passageway for obstructions. Remove debris from this area.

## Replace drive belt

Use only genuine BISSELL style 9 replacement belts (#32074) in your BISSELL Cleanview Helix.

1. Unplug cleaner from electrical outlet.
2. With rotating floor brush removed from vacuum cleaner (steps 1-4 of Check rotating floor brush and drive belt), grasp old drive belt and remove from motor pulley. Discard old drive belt.
3. Place new drive belt over motor pulley and stretch other end over rotating floor brush in the space between the bristles.
4. Place ends of rotating floor brush down into slots on sides as shown.
5. Turn rotating floor brush by hand several times in the direction of motor pulley. If properly installed, drive belt will center itself on rotating brush.
6. Reposition brush cover and screw back into place.



# Maintenance and care

## Cleaning a clog

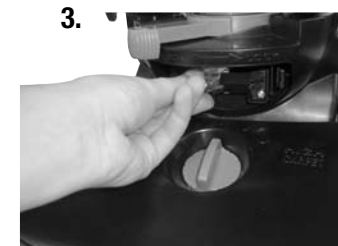
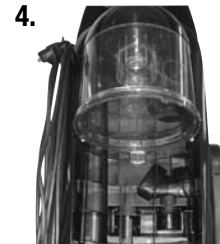
**Low suction or poor pickup may be due to a clog in the vacuum cleaner. If you notice a change in the sound of the motor or a reduction in the spinning action, check for clogs.**

1. Unplug cleaner from electrical outlet.
2. Empty dirt container.
3. Check upper tank for build up or clogs.
4. Check the suction inlet for a clog.
5. Grasp the quick reach handle and lift hose wand to separate from the suction opening. Check for a clog in the base, the wand or the hose.
6. Remove the screw attaching the hose wand base to the vacuum. Straighten the hose wand base and unclog with long, narrow object such as a broom stick.
7. If the clog persists, follow the instructions for Checking the rotating floor brush on page 11 and inspect the air passageway for obstructions.

## Replace light bulb

**Use only BISSELL Replacement Bulbs in your BISSELL CleanView Helix.**

1. Unplug cleaner from electrical outlet
2. Using a flat screwdriver, table knife or coin, insert into the slot on the right of the lens and gently push inner latch to the left as shown to remove the lens.
3. Reposition lens by inserting the tab on left side and then pushing the right side back into place.



# Troubleshooting

## Vacuum cleaner won't turn on

### Possible causes

1. Power cord not plugged in
2. Blown fuse/tripped breaker

### Remedies

1. Check electrical plug
2. Check/replace fuse or reset breaker

## Vacuum cleaner won't pick up dirt

### Possible causes

1. Incorrect height adjustment
2. Hose not attached to suction opening
3. Crack or hole in hose
4. Broken or worn drive belt
5. Rotating floor brush bristles worn
6. Rotating floor brush jammed
7. Clog in vacuum
8. Dirt container full
9. Dirt container or upper tank not installed properly
10. Filters are dirty

### Remedies

1. Adjust powerfoot to correct height setting
2. Grasp quick reach handle and firmly push hose wand onto the suction opening
3. Check hose and replace if needed
4. Replace drive belt, see page 11
5. Replace brush
6. Remove brush and clean debris from brush ends
7. Follow instructions on page 12 for clearing clogs
8. Empty dirt container
9. Position correctly and lock in place
10. Check and clean pre-motor and post-motor filters

## Tools won't pick up dirt

### Possible causes

1. Crack or hole in hose
2. Clog in vacuum
3. Dirt container full
4. Dirt container or upper tank not installed properly
5. Filters are dirty

### Remedies

1. Check hose and replace if needed
2. Follow instructions on page 12 for clearing clogs
3. Empty dirt container
4. Position correctly and lock in place
5. Check and clean pre-motor and post-motor filters

## Vacuum cleaner is difficult to push

### Possible causes

1. Incorrect height adjustment

## Visible dirt escaping from cleaner

### Possible causes

1. Dirt container full
2. Filters missing or installed incorrectly

### Remedies

1. Adjust powerfoot to correct height setting

### Remedies

1. Empty dirt container
2. Check pre-motor and post-motor filters for correct installation

**Other maintenance or service not included in the manual should be performed by an authorized service representative.**

**Thank you for selecting a BISSELL product.**

**Please do not return this product to the store.**

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

## BISSELL Consumer Services

For information about repairs or replacement parts, or questions about your warranty, call:

**BISSELL Consumer Services**  
**1-800-237-7691**

Monday - Friday 8 a.m. — 10 p.m. EST

Saturday 9 a.m. — 8 p.m. EST

Or write:

BISSELL HOMECARE, INC

PO Box 3606

Grand Rapids MI 49501

ATTN: Consumer Services

Or visit the BISSELL website - **[www.bissell.com](http://www.bissell.com)**

When contacting BISSELL, have model number of unit available.

Please record your Model Number: \_\_\_\_\_

Please record your Purchase Date: \_\_\_\_\_

**NOTE: Please keep your original sales receipt. It provides proof of date of purchase in the event of a warranty claim. See Warranty on page 16 for details.**

**Please register your new BISSELL product at**  
**[www.bissell.com/productregistration](http://www.bissell.com/productregistration)**

## Accessories

**These items are available for purchase as accessories for your BISSELL Cleanview Helix:**  
**To purchase call 1-800-237-7691 or visit [www.bissell.com](http://www.bissell.com).**

Item	Part No.	Part Name
1	203-2447	TurboBrush
2	203-1063	Crevice Tool
3	203-1099	Combination Dusting/Upholstery Brush
4	203-1084	Extension Wand

1



2



3



4



# Replacement parts

You may purchase replacement parts from your retailer, by calling BISSELL Consumer Services or by visiting our website. To locate a retailer near you, or to place an order using Visa, MasterCard, Discover or American Express, call

## BISSELL Consumer Services

**1-800-237-7691**

Monday - Friday 8 a.m. — 10 p.m. ET

Saturday 9 a.m. — 8 p.m. ET

Or visit our Website - [www.bissell.com](http://www.bissell.com)

Item	Part No.	Part Name
1	32074	Style 9 Drive Belt (2-Pack)
2	203-1297	Standard Headlight Bulb
3	203-2450	Hose Assembly
4	203-2448	Brush Dowel
5	32R9	Style 16 Inner and Outer Circular Pre-Motor Filter Set
6	73K1	Style 16 Inner Circular Pre-Motor Filter Set
7	69B1	Style 16 Outer Circular Pre-Motor Filter Set
8	32076	Style 7/9/16 HEPA Media Filter
9	3099	Style 7/9/16 Post Motor Filter

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# Warranty - BISSELL Cleanview Helix Vacuum

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 Services by E-mail, telephone, or regular mail as described below.

## Limited Three Year Warranty

Subject to the **\*EXCEPTIONS AND EXCLUSIONS** identified below, upon receipt of the product BISSELL Homecare, Inc. 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 three years 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.

## If your BISSELL product should require service:

Contact BISSELL Consumer Services 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 Services.

### Website or E-mail:

[www.bissell.com](http://www.bissell.com)

Use the "Customer Services" tab.

### Or Call:

BISSELL Consumer Services

1-800-237-7691

Monday - Friday 8 a.m. - 10 p.m. ET

Saturday 9 a.m. - 8 p.m. ET

### Or Write:

BISSELL Homecare, Inc.

PO Box 3606

Grand Rapids, MI 49501

ATTN: Consumer Services

**BISSELL HOME CARE, INC. 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 THREE YEAR DURATION FROM THE DATE OF PURCHASE AS DESCRIBED ABOVE.

Some states do not allow limitations on how long an implied warranty last so the above limitation may not apply to you.



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Part Number 110-4080  
Rev 2/09  
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[www.bissell.com](http://www.bissell.com)

