BISSELL®

BigGreen Commercial™

PRO POWERForce®

USER'S GUIDE
1451 SERIES

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Thanks for buying a BISSELL BigGreen Commercial Vacuum

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.

Your carpet cleaner is well made, and we back it with a limited 90-day 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 carpet cleaner.

Thanks again, from all of us at BISSELL.

Mark J. Bissell
President & CEO

Grounding Instructions

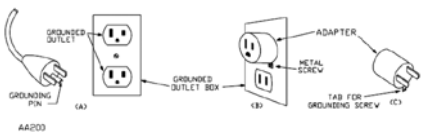
This appliance must be grounded. If it should malfunction or break down, grounding provides a path of least resistance for electric current to reduce the risk of electric shock. This appliance is equipped with a cord having an equipment-grounding conductor and grounding plug. The plug must be inserted into an appropriate outlet that is properly installed and grounded in accordance with all local codes and ordinances.

⚠WARNING:

Improper connection of the equipment-grounding conductor can result in a risk of electrical shock. Check with a qualified electrician or service person if you are in doubt as to whether the outlet is properly grounded. Do not modify the plug provided with the appliance – if it will not fit the outlet, have proper outlet installed by a qualified electrician.

This appliance is for use on a nominal 120-V circuit, and has a grounded plug that looks like the plug illustrated in sketch A Figure 1. A temporary adaptor that looks like the adaptor illustrated in sketches B and C may be used to connect this plug to a 2-pole receptacle as shown in sketch B if a properly grounded outlet is not available. The temporary adaptor should be used only until a properly grounded outlet (sketch A) can be installed by a qualified electrician. The green colored rigid ear, lug, or the like extending from the adaptor must be connected to a permanent ground such as a properly grounded outlet box cover. Whenever the adaptor is used, it must be held in place by a metal screw.

Exception: In Canada, the use of a temporary adaptor is not permitted by the Canadian Electric Code, C22.1.



IMPORTANT SAFETY INSTRUCTIONS

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

READ ALL INSTRUCTIONS BEFORE USING UPRIGHT VACUUM

⚠WARNING:

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

- Do not modify the plug to fit an 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.
- 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 model is for commercial use only.

Product view



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

Assembly

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

Attach handle to vacuum

1. Stand the vacuum upright and slide the base of the handle firmly into the grooves at the top of the vacuum body.
2. 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.
3. Insert one screw from the assembly packet into the existing hole in the back of the handle. Tighten securely with a screwdriver.

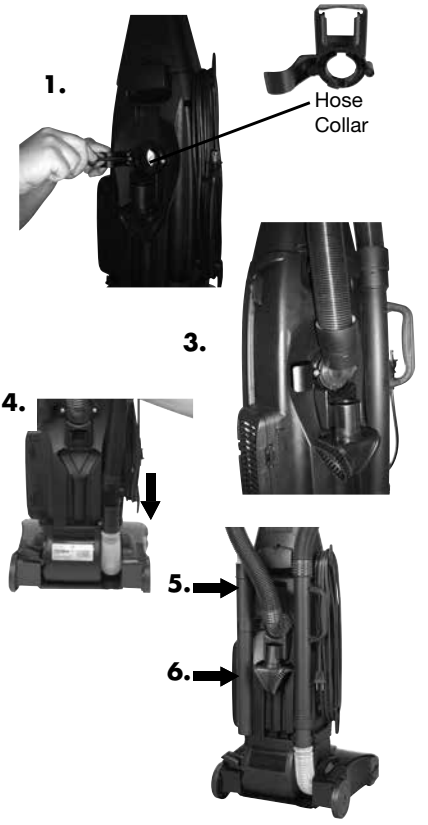
Attach vacuum hose and tools

1. Position the hose collar on the back of the vacuum as shown.
2. Attach the hose collar with two screws from the assembly packet. Tighten securely with a screwdriver.
3. Line up the tabs on the base of the Twist 'n Snap Hose with the corresponding tab notches on the hose collar as shown. Turn the Twist 'n Snap Hose to the left to lock the hose into place.
4. Grasping the Quick Reach® Handle, slide the end of the hose wand onto the suction intake opening. Snap the hose into the hose clip.

   NOTE: The powerfoot will not operate effectively unless the hose wand is firmly attached to the suction intake opening.
5. Place the crevice tool inside the extension wand and slide them into the storage clip as shown.
6. Snap the combination upholstery/ dusting brush tool into the storage clip as shown.

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



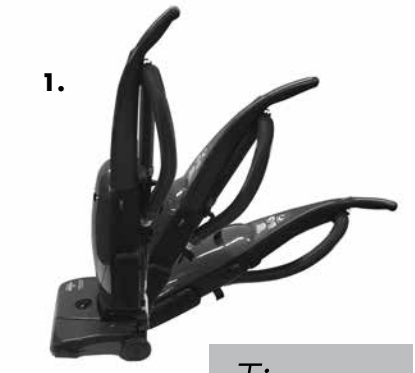


Operations

Handle position

Press the handle release pedal with your foot to place your BISSELL Pro PowerForce into one of three cleaning positions.

1. **Upright:** For storage and above floor cleaning with special 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 and beds.





Tip:

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

Powerfoot height adjustment

The powerfoot/rotating floor brush on your BISSELL Pro PowerForce 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.

1. Place handle in upright position.
2. 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 or Berber carpet.

3. Place the handle into 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:

The rotating floor brush continues to rotate while tools are in use. To reduce the risk of injury from moving parts, always move the vacuum 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 vacuum 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. See Troubleshooting Guide for instructions.

Operations

Special tools

Your BISSELL Pro PowerForce 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 up to separate from suction intake opening.

3. Attach tools by firmly pushing onto hose wand or extension wand.

a. Combination upholstery/ dusting brush tool: Two types of cleaning tools are included in one attachment: rotate for desired tool.

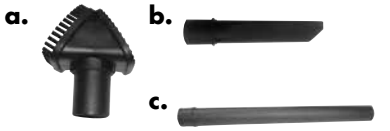
- Use brush side to dust furniture, blinds, books, lamps, shelves.
- Use upholstery side for curtains, draperies, cushions, fabrics.

b. Crevice Tool: Use in tight narrow spaces.

c. Extension Wand: Use with desired attachments for a longer reach.

NOTE: When using the hose for above floor cleaning, make sure the powerfoot does not tilt forward.





Tip:

Your BISSELL Pro PowerForce features a Quick Release™ Cord Wrap. To remove the power cord quickly and easily, rotate the upper cord wrap toward floor, and slip power cord from upper and lower cord wrap.

Tip:

Vacuuming new carpet or fine powders may clog the dust bag causing the bag change indicator to turn red even though the dust bag does not appear to be full. Change the dust bag to restore maximum performance.

Operations

Power cord

When you are done using your BISSELL Pro PowerForce, return it to the upright position and store the power cord.

1. Turn vacuum cleaner OFF.
2. Unplug power cord by grasping the 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.

Power switch

The power switch is located on the side of the vacuum. Push the rocker switch “ON” (I) to vacuum, and “OFF” (O) when cleaning is complete.

Maintenance and care

To maintain maximum performance from your BISSELL Pro PowerForce, perform these simple maintenance checks.

Replace dust bag

Never reuse a dust bag. Use only the following replacement bags with this unit.

- U1451PK10
- U1451PK25

1. Unplug cleaner from electrical outlet.
2. Pull the bag door outward to open. Set bag door aside.
3. Grasp dust bag collar, and pull collar from connector tube. Discard used dust bag.
4. Grasp new dust bag collar and push firmly onto connector tube. Tuck in dust bag.
5. Replace bag door by placing tab on bottom of door into opening as shown. Press top of door to snap securely shut.

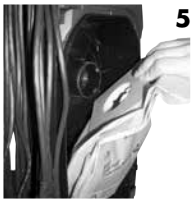
NOTE: Vacuum will not suction while the bag door is removed.

⚠ WARNING:

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

⚠ WARNING:

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

4. 

5. 

⚠ WARNING:

Do not operate cleaner with damp or wet filters or without bag and all filters in place.

Maintenance and care

Cleaning the pre-motor filter

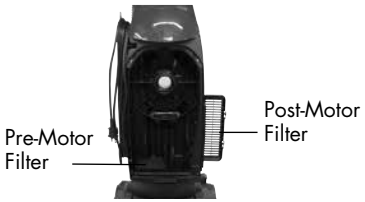
Use only BISSELL Replacement Filters in your BISSELL Pro PowerForce.

1. Turn power OFF. Unplug vacuum cord from electrical outlet.
2. The pre-motor filter, located in the bottom of the bag compartment, protects the motor from dirt particles. If filter becomes dirty, lift out filter and clean.
3. Remove the filter and any debris on top of it. Rinse under warm water; air dry completely before replacing.

⚠WARNING:
To reduce the risk of electric shock, turn power OFF and disconnect plug from electrical outlet before performing maintenance or troubleshooting.

Cleaning the post motor filter

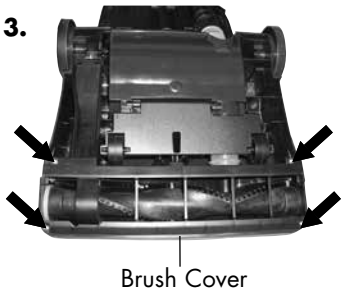
1. Turn power OFF. Unplug vacuum cord from electrical outlet.
2. Locate filter behind the filter door on the side of the vacuum. The mesh filter is washable and can be washed in warm water with mild detergent. Make sure the filter is completely dry before replacing.
3. Close the door.



Check rotating floor brush & 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 string, 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 four screws as shown with a Phillips head screwdriver. Lift the brush cover off.
4. Grasp rotating floor brush at both ends and lift.





Maintenance and care

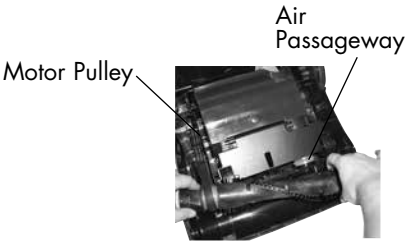
Check rotating floor brush & drive belt (cont)

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. Replace if worn.

8. Check air passageway for obstructions. Remove debris from this area.



Replace drive belt

Use only BISSELL Style 7 Replacement Belts (#32074) in your BISSELL Pro PowerForce.

1. Unplug cleaner from electrical outlet.

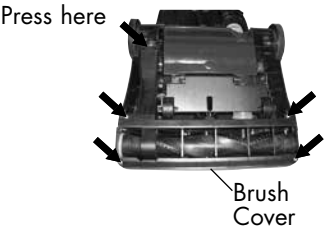
2. With rotating floor brush removed from vacuum cleaner (Steps 1-4 of Check rotating floor brush and drive belt), grasp old drive belt and remove from motor pulley. Discard old drive belt.

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 direction of motor pulley. If properly installed, drive belt will center itself.

6. Reposition brush cover and four screws. Tighten screws securely. Make sure end of brush cover is snapped into place.



Maintenance and care

Clearing clog

The hose on the back of the vacuum cleaner that carries the dirt from the powerfoot to the dust bag can sometimes become clogged. If you notice a change in the sound of the vacuum motor or a reduction in suction, check for clogs.

1. Unplug cleaner from electrical outlet.

2. Pull the bag door outward to open and set aside. Remove the dust bag to check the suction Inlet for a clog.

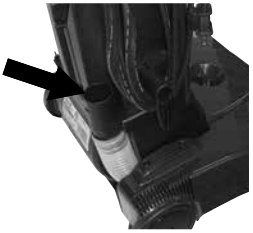
3. Grasp the quick reach handle and lift up to separate from the lower hose. Check for a clog in the base, the wand or the hose.

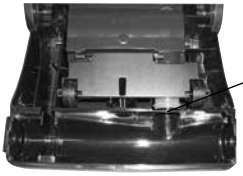
4. Release the hose from the upper portion of the vacuum by turning to the right. Straighten the hose and unclog with a long, narrow object.

5. If the clog persists, turn the vacuum cleaner OFF and unplug it. Remove the brush cover. Check the air passageway for obstructions. See Page 10 for instructions on how to access the air passageway. Remove debris from this area. Reposition brush cover and four screws. Tighten screws securely. Make sure end of brush cover is snapped into place.

⚠WARNING:
To reduce the risk of electric shock, turn power OFF and disconnect plug from electrical outlet before performing maintenance or troubleshooting.







Troubleshooting – Pro PowerForce®

⚠ WARNING:

To reduce the risk of injury from moving parts, turn off vacuum cleaner and disconnect from power outlet before performing troubleshooting steps.

Vacuum cleaner won't turn on

Possible causes	Remedies
1. Power cord not firmly plugged in	1. Check electrical plug
2. Blown fuse/tripped breaker	2. Check/replace fuse or reset breaker
3. Extension cord not connected properly to unit cord	3. Check connection

Vacuum cleaner won't pick up dirt

Possible causes	Remedies
1. Incorrect height adjustment	1. Adjust powerfoot to correct height setting
2. Hose not attached to suction opening	2. Grasp hose grip and firmly push onto the base
3. Twist 'n Snap hose not securely attached	3. Make sure Twist 'n Snap hose is snapped into position
4. Dust bag is full	4. Replace with new dust bag
5. Rotating floor brush bristles worn	5. Replace brush
6. Rotating floor brush jammed	6. Remove brush and clean debris from brush ends
7. Clog in vacuum	7. Follow instructions for clearing clogs on page 12

Tools won't pick up dirt

Possible causes	Remedies
1. Crack or hole in hose	1. Replace hose
2. Vacuum hose, wand or tools clogged	2. Follow instructions for clearing clogs

Vacuum cleaner difficult to push

Possible causes	Remedies
1. Incorrect height adjustment	1. Turn floor surface selector to next highest setting
2. Rotating floor brush not rotating	2. Check drive belt and brush

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

Thank you for selecting a BISSELL BigGreen Commercial product.

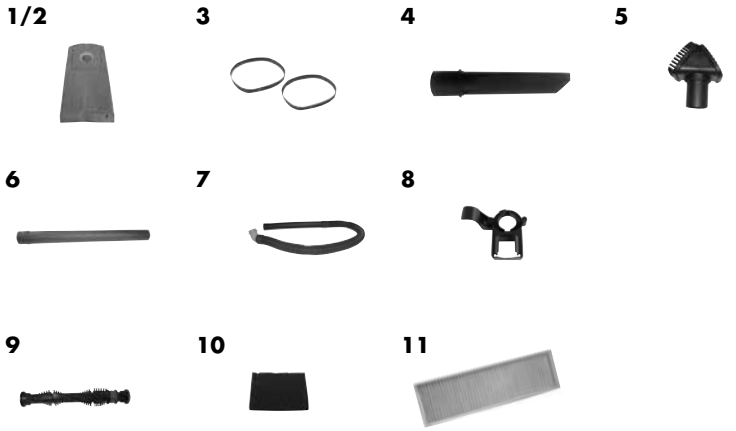
Please do not return this product to the store.

For any questions or concerns, BISSELL BigGreen Commercial is happy to be of service. Contact us directly at 800-242-1378.

Replacement Parts – BISSELL Pro PowerForce®

You may purchase parts from your retailer, by calling BISSELL BigGreen Commercial Consumer Care or by visiting our website. Below is a list of common replacement parts. While not all of these parts may have come with your specific model, they are available for purchase if desired.

Item	Part No.	Part Name
1	U1451PK10	Standard Bag (10 pack)
2	U1451PK25	Standard Bag (25 pack)
3	U1451-Belt	Drive Belt (1 pack)
4	203-1056	Crevice Tool
5	203-1059	Combination Upholstery / Dusting Brush
6	203-1068	Extension Wand
7	203-1824	Twist n'Snap Vacuum Hose
8	203-1129	Hose Collar
9	203-1289	Brush Roll
10	203-5576	Pre-Motor Filter
11	2031009	Post Motor Filter



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 BigGreen Commercial Consumer Care by E-mail, telephone, or regular mail as described below.

Limited 1 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 1 year of any defective or malfunctioning part.

See information below on "If your BISSELL product should require 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 BigGreen Commercial product should require service:

Contact BISSELL BigGreen Commercial 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 BigGreen Commercial Consumer Care.

Website or E-mail:
www.bissellcommerical.com

Or Call:
800-242-1378
Monday - Friday 8am - 5pm ET

Or Write:
BISSELL BigGreen Commercial
100 Armstrong Road
Suite 101
Plymouth, MA 02360
ATTN: Consumer Care

BISSELL IS NOT LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY NATURE ASSOCIATED WITH THE USE OF THIS PRODUCT. BISSELL BIG GREEN COMMERCIAL'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 WARRANTY DURATION FROM THE DATE OF PURCHASE AS DESCRIBED ABOVE.

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

BISSELL BigGreen Commercial Consumer Care

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

BISSELL BigGreen Commercial Consumer Care
800-242-1378

Monday – Friday 8 am - 10 pm ET
Saturday 9 am - 8 pm ET

Or write:
BISSELL BigGreen Commercial
100 Armstrong Road, Suite 101
Plymouth, MA 02360
ATTN: Consumer Care

Or visit the BISSELL BigGreen Commercial website:
www.bissellcommercial.com

When contacting BISSELL BigGreen Commercial, 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 pages 15 for details.

BISSELL®
BigGreen Commercial™

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