BISSELL® PET*HAIR* ERASER®

ENGINEERED FOR HOMES WITH PETS

QUICK START/USER GUIDE
1650 Series

More of a video person? Look for this icon and go online for an instructional how-to video at

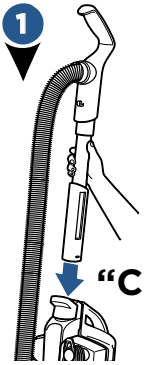
www.BISSELL.com

Quick Start Guide

REFER TO PAGE 5 FOR COMPLETE USER GUIDE INSTRUCTIONS, PRODUCT VIEW, AND IMPORTANT SAFETY NOTICES.

Assembly

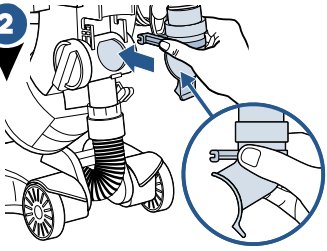
1



Slide End of Wand into top of base. It will "Click" when inserted correctly.

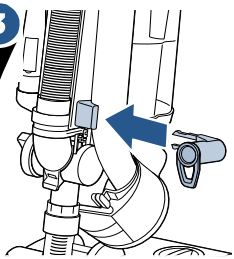
"Click"

2



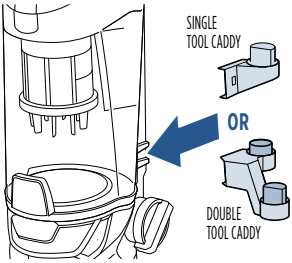
Insert end of Hose into vacuum base by sliding the arms in and down first. Press down hard on the bottom tab with both your thumbs to "click" in.

3



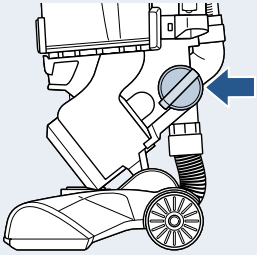
Push Cord Wrap in firmly until you hear "Click". Wrap power cord around cord wraps.

4



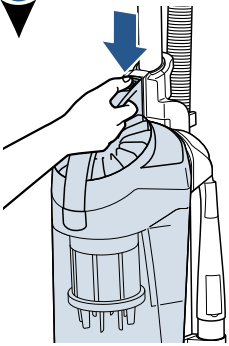
You have the option to store just the LED Lighted Crevice Tool or both that and the Pet TurboEraser Tool. Pick the single tool caddy or double tool caddy and push hard to slide it on the base of vacuum.

IMPORTANT REMINDER

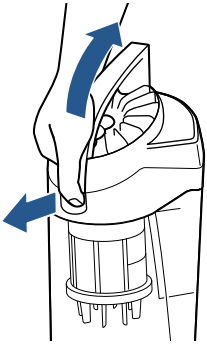


Your vacuum came in floor cleaning mode, to use your tools, be sure to turn the Vacuum Suction Knob to align arrow with "hose/tool suction." See page 9 for further instructions.

5 **INSTALL OPTIONAL FEBREZE® FILTER**



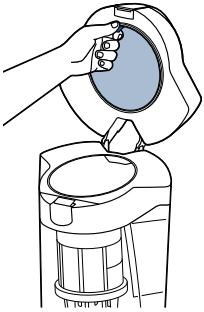
Press Tank Release Button and pull container away from vacuum.



Pull tab out on front of dirt container and pull handle up to open.

Remove the **yellow** foam filter (non-Febreze®) and **replace** with **black** Febreze® filter (included separately) last. Be sure black filter faces out, covering white mesh filter.

Place dirt container back on vacuum.



Febreze and related trademarks are owned by the Procter & Gamble Company, Cincinnati, Ohio and used under license by BISSELL Homecare, Inc.

Built for Pet Owners

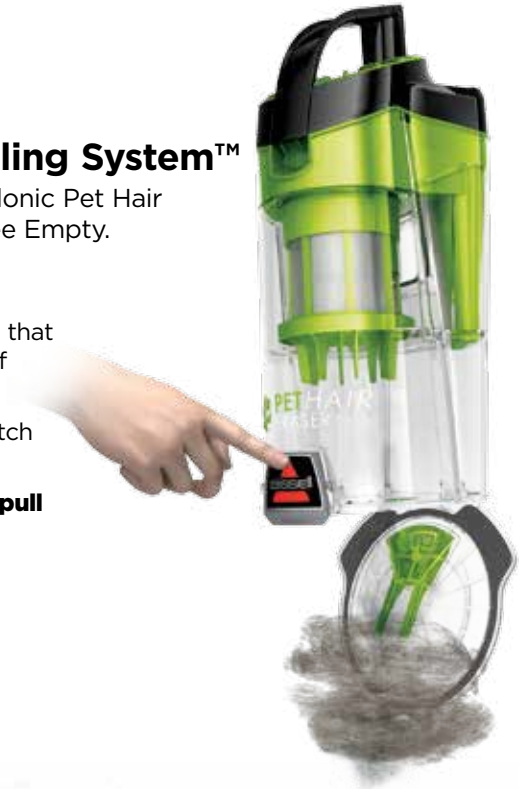
Cyclonic Pet Hair Spooling System™

BISSELL's first vacuum with a Cyclonic Pet Hair Spooling System™ for a Hands Free Empty.

A patented hair management system that spools and traps hair to keep it out of your filters and off your hands.

Just press the release button and watch the ball of pet hair drop right out.

You no longer have to reach up and pull the 'yuck' out.



Tangle Free Brush Roll

Pick up pet hair without having to cut if off your brush roll.

The Tangle Free Brush Roll's unique design helps reduce hair from wrapping and catching on the bristles, and uses the carpet to pull the hair off the brush roll.

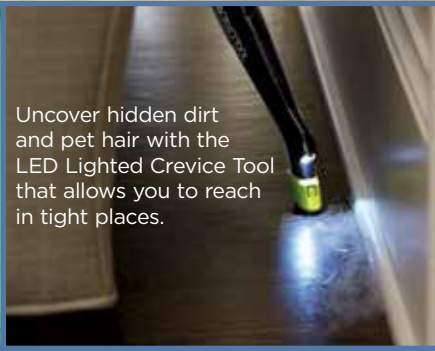
Cut the hassle NOT the hair!

by Pet Owners

New Specialized Pet Tools

Customize your cleaning with interchangeable tools stored right on board.

Soft dusting side for delicate surfaces and rubber fingers on the other side remove embedded pet hair on stairs and furniture.



Uncover hidden dirt and pet hair with the LED Lighted Crevice Tool that allows you to reach in tight places.

Power through pet hair on stairs and furniture with the Pet TurboEraser® Tool.

IMPORTANT SAFETY INSTRUCTIONS

READ ALL INSTRUCTIONS BEFORE USING YOUR UPRIGHT VACUUM.

Always connect to a polarized outlet (one slot is wider than the other). 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 leave vacuum cleaner 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 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 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 plug or vacuum cleaner 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 on 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 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 use to pick up toxic material (chlorine bleach, ammonia, drain cleaner, 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.

» Do not pick up hard or sharp objects such as glass, nails, screws, coins, etc.

» Use only on dry, indoor surfaces.

» Keep appliance on a level surface.

» Do not carry the vacuum cleaner while it is running.

» Unplug before connecting or disconnecting the TurboBrush® Tool.

LED LIGHTED CREVICE TOOL WARNING

• Caution: Risk of fire and burns. Do not recharge, disassemble, heat above 60°c (140°F) or incinerate. Keep batteries out of reach of children and in original package until ready to use. Dispose of used batteries promptly.

• Never put batteries in mouth. If swallowed, contact your physician or local poison control.

• Replace Battery With CR1632 Only. **USE OF ANOTHER BATTERY MAY PRESENT A RISK OF FIRE OR EXPLOSION.** CR1632 cells may be purchased anywhere batteries are sold.

READ OPERATOR'S MANUAL

SAVE THESE INSTRUCTIONS

This model is for household use only.

⚠WARNING

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

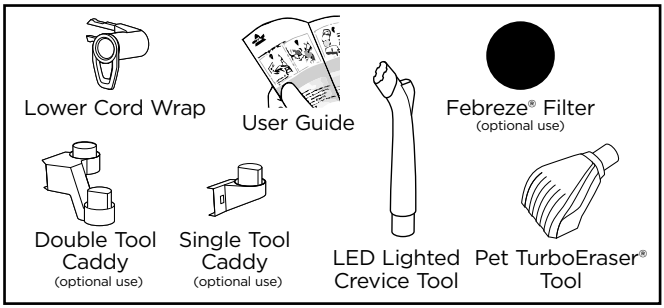
›› **Do not plug in your vacuum cleaner UNTIL you are familiar with all instructions and operating procedures.**

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

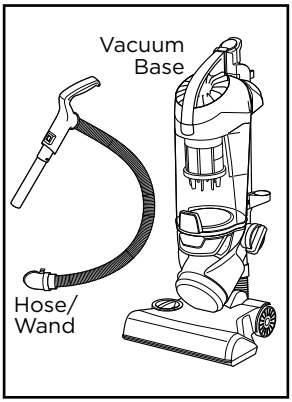
Thanks for buying a BISSELL vacuum!

We love to clean and we're excited to share one of our new innovative products with you. We want to make sure your vacuum works as well in five years as it does today, so this guide has tips on using (page 7-11), maintaining (pages 12-15), and if there is a problem, troubleshooting (page 16).

What's in the Box?



NOTE: Standard accessories may vary by model. To identify what should be included with your purchase, please refer to the "Carton Contents" list located on the carton top flap.



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Product View

Hose Connector

Wand Release Latch

Main Hose

Cord Release

Cord

Lower Cord Wrap

Handle & Wand

Handle Release Button

Brush Roll On/Off Switch

Power On/Off Switch

Tank Release Button

Carry Handle

Pre-Motor Filters

Inner Cyclone Separator

Dirt Container

Tool Caddy

Empty Tank Button

Hose/Wand & Vacuum Suction Knob

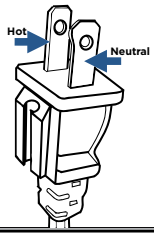
Post-Motor Filter

Height Adjustment Knob

Brush Roll

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.



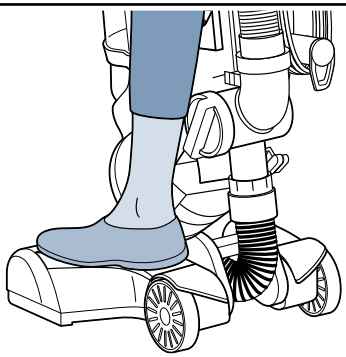
Operations

⚠WARNING

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

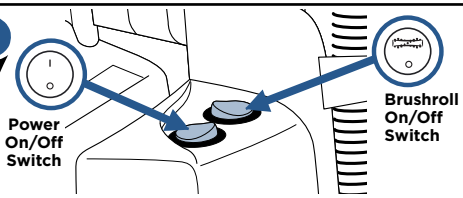
NOTE: Be sure the green suction knob on side of vacuum is turned to "Floor Suction" before use.

1



Step gently on base and pull back on handle to recline.

2

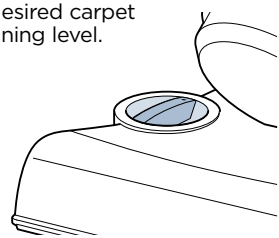


Turn vacuum on by pressing Power Switch on (I - ON and O - OFF). Press Brush roll switch to run the PowerBrush for carpet cleaning (brush roll is on when light on switch is illuminated). See page 15 to maintain the brush roll.

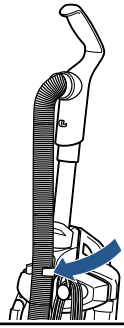
NOTE: The brush roll will automatically shut off when vacuum is locked in upright position, recline to reactivate.

3

Turn Height Adjustment Knob to desired carpet cleaning level.



4



Utilize the clip on the back of your vacuum to hold the hose in place. Pull out when using hose with tool attachments.

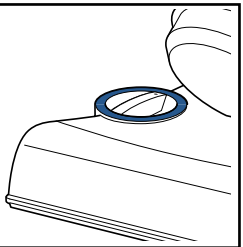
NOTE: For optimal carpet cleaning performance, adjust to the lowest practical setting. If your vacuum is difficult to push, adjust to the next higher setting.

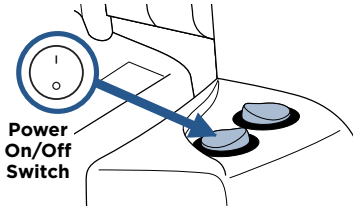
NOTE: In the unlikely event that hair wrapped around your brush roll, run vacuum back and forth on clean carpet several times to help release any wrapped hair.

NOTE: Turn off the brush roll when vacuuming hard or delicate surfaces that may be caught by the rotating brush. This could include hard wood, tiled floors, small area rugs or frieze carpets that have long delicate fibers or threads.

Brush roll Safety Feature

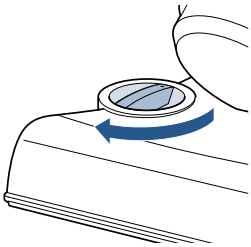
1. If red light illuminates around height adjustment knob, you have tripped your brush roll motor safety feature.

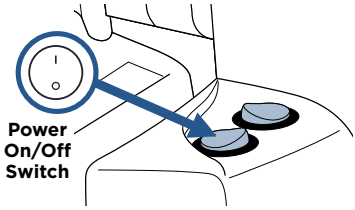


2. 

Put vacuum in upright position and turn it off.

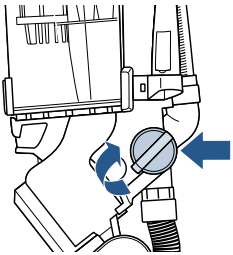
3. It may have tripped because of use on premium soft carpet. Turn Height Adjustment Knob to the "high carpet" setting. Also check if debris is clogged in brush roll. Clear debris if necessary.



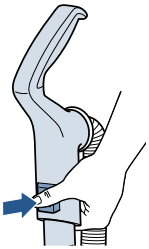
4. 

Turn vacuum back on and try again.

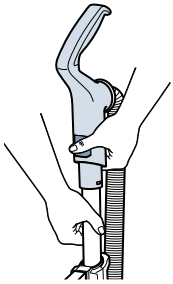
Above Floor Cleaning: Handle

1. 

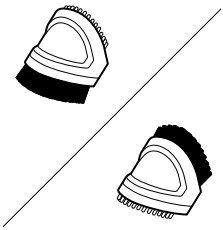
To use tools and the hose/wand; turn the green knob aligning arrow with "hose/tool suction."

2. 

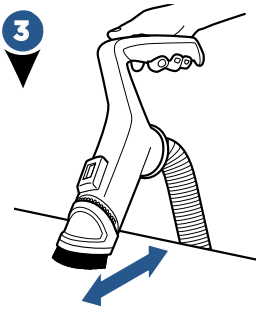
Press Handle Release Button to release handle from wand.



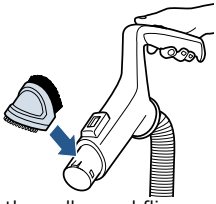
Pull straight up and out.



2-in-1 Pet Brush has white soft bristles for those gentle uses and rubber knobs for embedded pet hair.

3. 

Use the collar with the white soft bristles side for delicate surfaces.

4. 

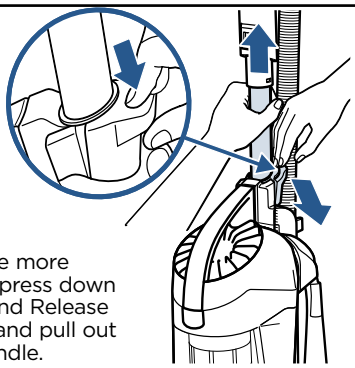
Un-click the collar and flip around to use the rubber fingers for removing pet hair from your furniture. Listen for 2 "clicks" when reattaching.

Once done using Handle, slide back on to Wand until it "clicks."

Be sure to turn the green knob back to "Floor Suction" mode after using tools.

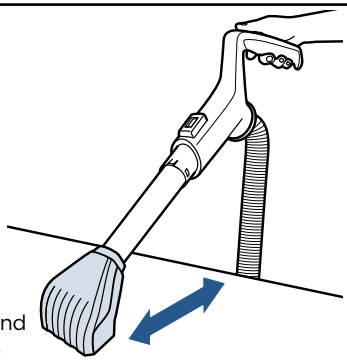
Above Floor Cleaning: Wand

1



To have more reach, press down on Wand Release Latch and pull out the handle.

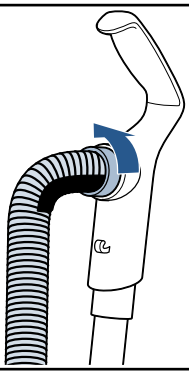
2



Attach desired tool to end of wand.

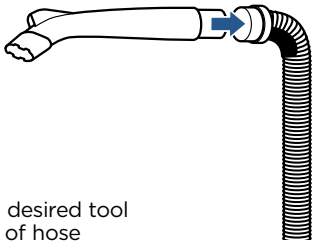
Above Floor Cleaning: Hose

1



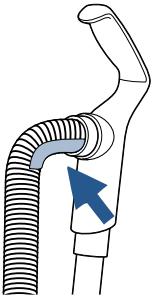
Grab Hose Connector, twist counter clockwise and pull hose out.

2



Attach desired tool to end of hose

3



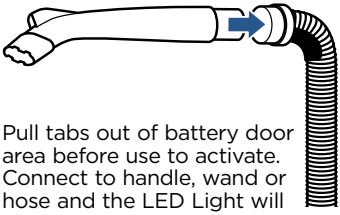
Push hose back in, aligning tabs; twist clockwise to lock into place. Be sure the hose relief is on bottom.

NOTE: The Pet TurboEraser® Tool and LED Lighted Crevice Tool each fit any of the above floor cleaning modes; Handle, Wand, or Hose!

NOTE: Be sure to always remember to turn the green knob back to “Floor Suction” mode after using tools.

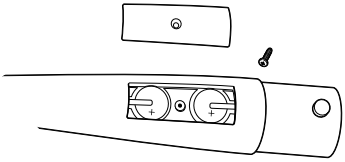
LED Lighted Crevice Tool

1



Pull tabs out of battery door area before use to activate. Connect to handle, wand or hose and the LED Light will automatically come on.

2



To replace LED battery, unscrew the small screw with a Phillips head screw driver. Pull cover off to reveal two batteries (CR1632 3V). Slide and pull out each battery and replace with new. Be sure the "+" sign on battery is facing out.

Dispose of used battery promptly. Keep away from children. Do not disassemble and do not dispose of in fire.

NOTE: When the small tab on the connection point of Crevice tool comes into contact with the handle, wand, or hose; that triggers the LED light to come on. When using with the Wand, be sure it does not pop through the opening at the end of the Wand.

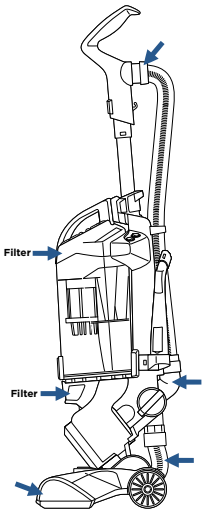
Vacuum Motor Protection

An internal thermal protector has been designed into your vacuum to protect it from overheating. When the thermal protector activates, the main vacuum motor will stop operating. If this happens, proceed as follows.

1 Turn vacuum OFF and unplug from electrical outlet.

2 Check for the source of overheating problem (full dirt cup, dirty filters or, a clog) and fix by following the maintenance instructions.

3 When the motor cools for approximately 30 minutes, the thermal protector automatically resets and cleaning may continue. If the vacuum will not turn on or the thermal protector continues to activate, your vacuum may need servicing. Call BISSELL Consumer Care.



Possible areas that could clog.

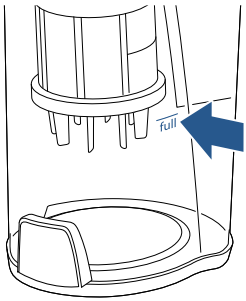
NOTE: The thermal protector controls the main vacuum motor only, not the brush motor. If the thermal protector activates, the brush will continue to operate normally; however, there will be no suction.

Removing/Emptying Dirt Tank

⚠WARNING

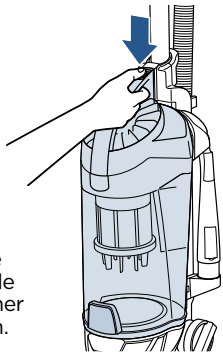
To reduce the risk of electrical shock, turn power switch off and disconnect polarized plug from electrical outlet before performing maintenance or troubleshooting checks.

1



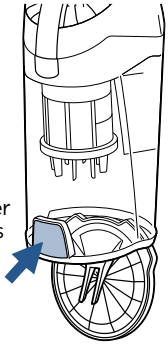
Vacuum tank is full. Time to empty!

2



Press Tank Release Button. Grab handle to pull Dirt Container away from vacuum.

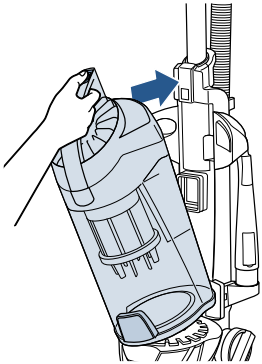
3



Holding Dirt Container over a trash bin, press Tank Empty Button.

Snap bottom back into place.

4



Place tank back on the vacuum.

Be sure you place the front of the tank first and push back to “click” into place.

⚠WARNING

Do not operate vacuum with damp or wet filters. Allow components to dry before reassembling the Dirt Container.

⚠WARNING

Before using your vacuum, make sure that the dirt container is in locked position and that all filters, both pre and post-filters are in place. DO NOT operate your vacuum without these filters.

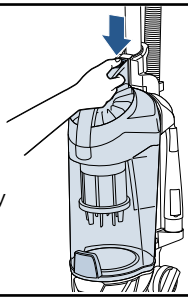
Parts & Supplies

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

Cleaning & Replacing Top Pre-Motor Filters

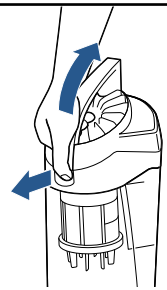
1

Press Tank Release Button and pull away from vacuum.



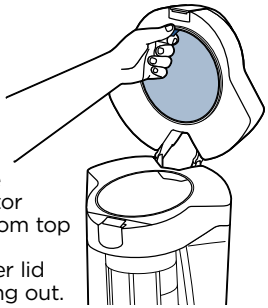
2

Pull tab out on front of dirt container and pull handle up to open filter location.



3

Remove pre-motor filters from top of dirt container lid by pulling out.



24h

Both the Pre-Motor Mesh and Foam filters are washable.

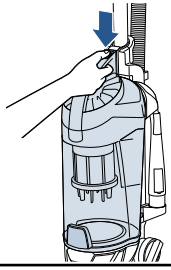
Clean with mild detergent, rinse and squeeze all excess water. Allow filters to dry completely before reinserting.

Place dry pre-motor filters back in the top of dirt container placing the thick foam filter last.

Cleaning & Replacing Bottom Post-Motor Filter

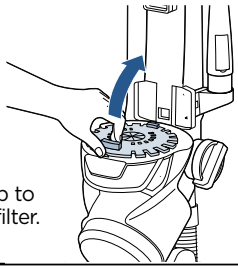
1

Press Tank Release Button and pull away from vacuum.

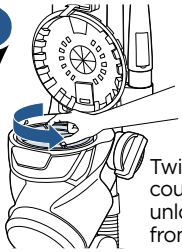


2

With dirt container removed, pull tab up to access post-motor filter.



3



Twist filter counter-clockwise to unlock and remove from vacuum.

4

Lift to remove filter.

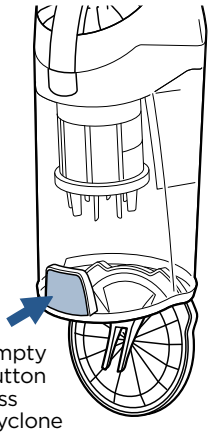
When reassembling, place filter back in unit and twist clockwise to “click” into place.

The pleated filter may NOT be washed. If dust/debris accumulates, gently tap the filter on inside of a trash bin.

NOTE: Replace this filter every 3 to 6 months. Visit BISSELL.com for Model 1650 filter replacements.

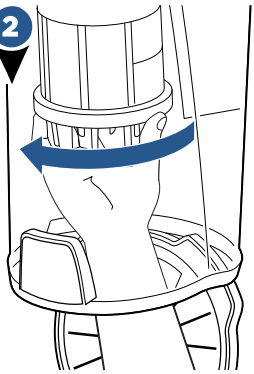
Cleaning Inner Cyclone Separator

1



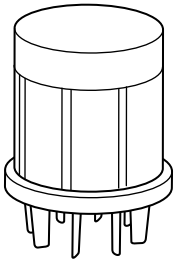
Push Empty Tank Button to access Inner Cyclone Separator.

2



Twist counter-clockwise to remove seperator from dirt container and pull down.

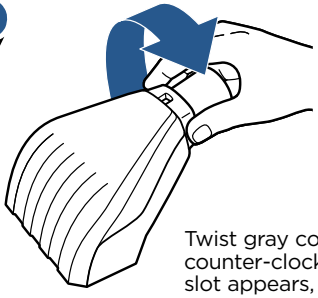
3



Tap separator against inside of trash bin and rinse under warm water if necessary. Be sure to let it completely dry before placing back in Dirt Container.

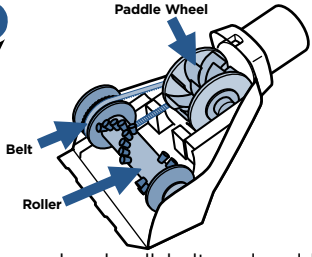
Maintain the Pet TurboEraser® Tool

1



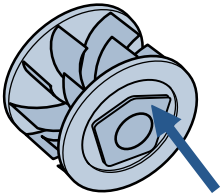
Twist gray collar counter-clockwise, until slot appears, and then separate faceplate.

2



Remove brush roll, belt, and paddle wheel. Inspect for damages and replace if necessary.

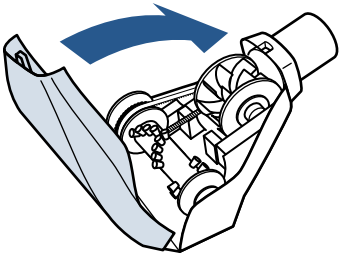
3



To reassemble, align two clips on each end of paddle wheel with belt on and pop back into place.

Place brush roll with belt back in. Faceplate will not close properly if all parts are not aligned correctly.

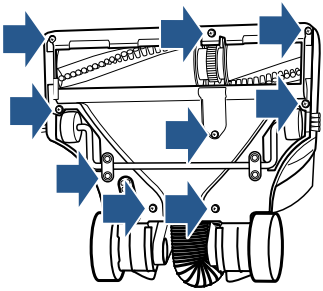
4



To put faceplate back on, align the tabs in the top of the cover and place it down to “click” into place.

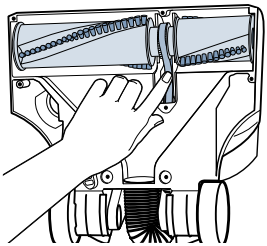
Replace the Brush & Belt

1



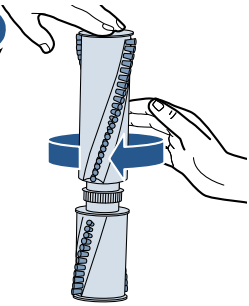
Unplug vacuum, turn over and unscrew 9 Silver Phillips head screws to remove bottom cover.

2



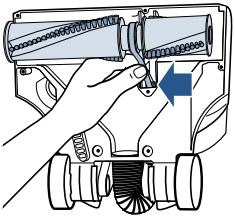
Pull roller straight out and slide belt off motor gear. Replace roller and/ or belt.

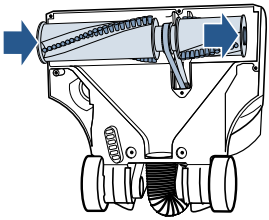
3



1. Inspect brush roll by placing it on its end and spin. The brush roll should spin freely, multiple times by one flick. If it doesn't, replace brush roll.
2. Inspect belt, replace if it appears damaged.

4





1. Place belt back on brush roll.
2. Pinch belt around brush roll & hook back around the silver motor gear.
3. Rotate brush roll into place and line up end caps.
4. Re-attach bottom cover with 9 screws.

NOTE: If an object becomes lodged in foot and brush shuts off, turn vacuum off and unplug from electrical outlet. Remove obstruction and brush will automatically reset when vacuum is plugged and turned back on.

Parts & Supplies

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

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.

Problem	Possible causes	Remedies
Brush roll doesn't rotate	Brush roll switch is turned off	Make sure Brush roll switch is on
	Vacuum is locked in upright position	Recline vacuum and switch on the Brush roll
	Vacuuming on Premium Soft Carpet	Turn Height Adjustment Knob to the "high carpet" setting. Turn vacuum off and back on
	Brush roll safety feature triggered (blue changes to red light illuminating around height adjustment knob)	Unplug, check for debris, and remove the debris
	Brush roll has lodged debris or other entanglements, keeping the brush from rotating	Unplug, check for debris, and remove the debris
Vacuum won't pick up dirt	Vacuum Suction Knob is in "hose/ tool suction" mode	Turn knob aligning arrow with "Floor Suction"
	Filters are dirty	Remove and rinse pre-motor filters. Allow enough time for them to dry properly before reinserting. Remove and dust off post-motor filter
	There is a clog in the vacuum	Remove debris and any other entanglements that may be restricting the brush rolls rotation
	Dirt Container is not seated correctly	Press the Tank Release to release the Dirt Container and reseat properly
	There is a crack or hole in the Main Hose	If there is a crack or hole, order a new Main Hose from the BISSELL website
	Main Hose is not connected	Locate the Main Hose and reconnect by pushing the hose connection to secure the latch
	There is a clog in the hose or wand	Check inside of hose for clogs by disconnecting from handle. Disassemble wand and check for clogs
	Hair wrapped around brush roll	Run vacuum back and forth on clean carpet several times to release wrapped hair
Dirt is escaping from the vacuum	Dirt Container is full	Empty the Dirt Container
	Filters are missing	Check to see if all of the Pre-Motor and Post-Motor filters are in place
Hose won't pick up dirt	Vacuum Suction Knob is in "Floor Suction" mode	Turn knob aligning arrow with "hose/ tool suction"

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 Five-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 five 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.

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 FIVE 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:

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:
www.BISSELL.com

E-mail:
www.BISSELL.com/email-us

Call:
BISSELL Consumer Care
1-800-237-7691
Monday – Friday 8am - 10pm ET
Saturday 9am - 8pm ET
Sunday 10am - 7pm ET

Please do not return this product to the store.

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

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

Register your product today!

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!

Visit the BISSELL website: www.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 17 for details.

Parts & Supplies

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

We can't wait to hear from you!

Rate this product and let us (and millions of your closest friends) know what you think!

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