



# User Manual

Extractor



Extractor SE9500

## Features

- ① CleanShot™ Trigger
- ② Spray Trigger
- ③ Custom Clean™ Dial
- ④ Heater Switch
- ⑤ Power Switch
- ⑥ Upper Handle
- ⑦ Flexible Hose
- ⑧ Easy to Carry Handle
- ⑨ Heat Indicator Light
- ⑩ Lower Base
- ⑪ ReadyTools™ Dial
- ⑫ Tank Carry Handle
- ⑬ 2-in-1 Water Tank
- ⑭ CleanShot™
- ⑮ Easy To Remove Nozzle
- ⑯ Easy Sweep™ Brush
- ⑰ Dry Aire™

- ⑱ Tough Stain Brush
- ⑲ Hose Rack
- ⑳ TurboBrush™
- ㉑ Lower Hose Rack
- ㉒ Lower Handle
- ㉓ Detent Pedal
- ㉔ Formula Tank





## INTRODUCTION

Congratulations on your purchase of your new Wertheim extractor. Please carefully read this instruction manual, and keep it available for future use, so that you may take best advantage of the many useful features of the Wertheim extractor.

**Due to our program of continuous product improvement and innovation, sometimes the product you buy may differ slightly from the one shown on this product carton/manual.**

### Specifications

Rated Voltage: 220-240V~ 50/60 Hz

Max. Power Consumption: 1850W

Weight: 13kg

Water Tank Capacity: 600mL

Duration of Use: Approximately 30min

Power Cable Length: 7m

Extractor SE9500

# BEFORE YOU BEGIN

## Please read these instructions thoroughly

This will ensure you obtain full benefit from your new extractor.  
Keep this instruction manual in a handy place for future reference.

This product must be operated in accordance with these instructions.  
This product is intended for domestic household use only, commercial use will void the manufacturer's warranty.

## Precautionary measures:



1. Do not operate the extractor too close to heaters, radiators, and other hot surfaces.



2. Before inserting the plug into the wall, make sure your hand is dry.



3. When you want to pull the plug from the wall, do not use the power cable, gently pull the plug from the power socket.

# SAFETY INSTRUCTIONS

Read all instructions before using this extractor.

**WARNING! To reduce the risk of fire, electric shock, or injury when using an electrical appliance, basic precautions should always be followed, including the following:**

1. **Do not** leave appliance when plugged in.
2. Unplug from electrical socket when **not** in use and before servicing.
3. **Do not** modify earthed plug.
4. To reduce the risk of electric shock: Use indoors only. **Do not** expose to rain. Store indoors.
5. **Do not** allow to be used as a toy.
6. This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory and mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Cleaning and user maintenance shall not be made by children without supervision.
7. Children should be supervised to ensure that they do not play with the appliance.
8. Use only as described in the user guide.
9. Use only manufacturer's recommended attachments.
10. **Do not** use with damaged cable or plug.

Extractor SE9500

## SAFETY INSTRUCTIONS (CONT'D)

11. If the supply cable is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.
12. **Do not** immerse in water or liquid.
13. If appliance is not working as it should, has been dropped, damaged, left outdoors, or dropped into water; **do not** attempt to operate it and return it to a service centre.
14. Liquid or steam must not be directed towards equipment containing electrical components.
15. **Do not** pull or carry by cable, use cable as a handle, close door on cable, or pull cable around sharp edges or corners.
16. **Do not** run appliance over cable.
17. Keep cable away from heated surfaces.
18. **Do not** unplug by pulling on cable.
19. To unplug, grasp the plug, not the cable.
20. **Do not** handle plug or appliance with wet hands.
21. **Do not** put any object into openings.
22. **Do not** use with any opening blocked; keep free of dust, lint, hair, and anything that may reduce air flow.
23. Keep hair, loose clothing, fingers, and all parts of body away from openings and moving parts.
24. Turn off all controls before unplugging.
25. Use extra care when cleaning on stairs.

26. **Do not** use to pick up flammable or combustible liquids, such as petrol, or use in areas where they may be present.
27. **Do not** pick up toxic material (chlorine bleach, ammonia, drain cleaner, etc.)
28. **Do not** use appliance in an enclosed space filled with vapours given off by oil base paint, some moth-proofing substances, flammable dust, or other explosive or toxic vapours.
29. **Do not** pick up hard or sharp objects such as glass, nails, screws, coins, etc.
30. Keep appliance on a level surface.
31. **Do not** carry appliance while in use.

**Note:** Carpets should be dry vacuumed thoroughly before washing. Use a vacuum cleaner with a powerbrush for best results.

**Note:** If the power cord is damaged, it must be replaced by an authorized service agent or similarly qualified persons.



**WARNING: THIS APPLIANCE MUST BE EARTHED.**



**IMPORTANT: FOR OPERATION ON A 220-240 VOLT A.C.  
50/60 HZ POWER SUPPLY ONLY.**

# INSTRUCTIONS FOR USE

## Before You Begin Cleaning

### Special Features

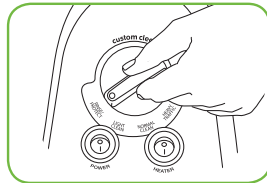
Your Wertheim SE9500 deep cleaner is a home cleaning system that uses the power of heat, brushes, and cleaning formula to get the deep down dirt for a maximum clean. Not only does it come with a lot of unique features, it has been designed with you, the customer, in mind.

#### **BUILT-IN-HEATER FEATURE**

Your Wertheim SE9500 features a patented built-in heater which will heat the hot tap water you put in up to 25 degrees celsius hotter to safely optimise cleaning effectiveness. The heater will never allow the temperature to exceed 31 degrees celsius. The heater switch on the front of the machine controls the heater so you have the option to turn off the heat if you are cleaning delicate wool or oriental rugs.

#### **DUAL DIRTLIFTER™ POWERBRUSHES**

The two DirtLifter PowerBrush rolls are designed to enhance cleaning performance. The bristle pattern safely lifts out the deep down dirt while gently grooming carpet fibres. The floating suspension self-adjusts to all carpet heights and protects your carpet if you leave the power switch on. Once the product is in the upright position, the brushes automatically stop spinning. The detent pedal will activate the brushes when floor cleaning.



#### **CUSTOM CLEAN™**

The Custom Clean feature automatically mixes hand hot tap water with the BISSELL formula. Simply choose one of the 4 settings (heavy traffic, normal clean, light clean, or water rinse) and the SE9500 will adjust the right amount of cleaning formula to mix with the heated water to fit your cleaning need. Having a separate formula tank from the water tank also allows no waste of formula. Because the water and formula are stored separately, they are not mixed until you are ready to clean. When your cleaning



job is finished, the formula can be stored ready to use in your machine for the next time!

## **CLEANSHOT™**

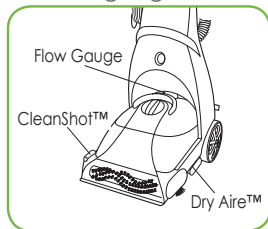
The CleanShot feature gives you the ability to tackle tough stains with the push of a button. Cleaning formula is sprayed in a concentrated stream, penetrating the stain and allowing for better cleaning focus. Simply spray and suction and the stain is gone! CleanShot is especially effective for spots and stains that would otherwise take a lot of deep cleaning cycles to remove. It allows the cleaning formula and machine to do the work for you.

## **DRY AIRE™**

The Dry Aire system spreads hot air across the carpet. The feature runs while your machine is powered. Heated air is distributed from the bottom and back of the machine and blown across the carpet while you clean!

## **FLOW GAUGE**

The flow gauge is located on the rear cover of your unit and is a convenient performance feedback indicator.



The flow gauge will spin when the trigger is depressed and:

- There is liquid in both the clean water tank and the formula tank

OR

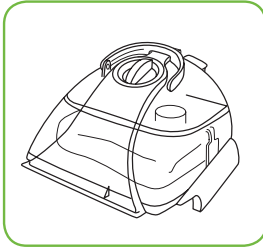
- Custom Clean is set to rinse and there is water in the clean tank.

The flow gauge will stop spinning when:

- The trigger is let go
- The unit runs out of clean water
- The unit runs out of cleaning formula

# INSTRUCTIONS FOR USE (CONT'D)

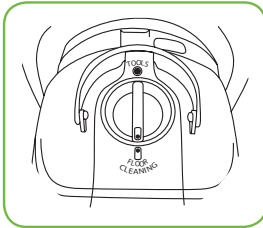
## Before You Begin Cleaning (cont'd)



### 2-IN-1 WATER TANK

Our 2-in-1 water tank full capacity system is designed with a heavy duty bladder inside for clean water. As you clean, the clean water in the bladder will empty and mix with the cleaning formula. Dirty water pulled out of your carpets will collect around the outside of the bladder so that clean and dirty water are always kept separate. This allows the user to maximize tank space, yet only carry one tank to and from the sink for emptying and filling.

### EASY TO REMOVE AND CLEAN NOZZLE



Cleaning up your machine after the cleaning process is easy. Simply remove the 2-in-1 water tank and remove the screw to pop out the nozzle for rinsing in the sink.

Dirt, loose carpet fibres and remaining pet hair or fuzz get washed away easily.

### READYTOOLS™ DIAL

This provides either floor cleaning or above floor cleaning with the turn of a knob. If choosing above floor cleaning for upholstery, stairs, or for those creases close to the baseboards, turn knob to "TOOLS" and choose the attachment appropriate for the job. Attach tool to the flex hose and you are ready to go. Be sure to turn knob back to "FLOOR CLEANING" when done.

## Before You Begin Cleaning

**IMPORTANT:** Do not use the carpet shampooer as a dry vacuum.

**Note:** Vacuum carpet thoroughly. Use a vacuum cleaner with a powerbrush for best results.

**Note:** Remove as much furniture from the room as possible. If unable to remove the furniture, place plastic or foil under and around the legs until the carpet has dried completely.

1. Plan activities to give your carpet time to dry.
2. Move furniture to another area if cleaning an entire room (optional).
3. Vacuum area with a dry vacuum cleaner thoroughly before deep cleaning.
4. Plan your cleaning route to leave an exit path. It is best to begin cleaning in the corner farthest from your exit
5. Pretreating (optional).

Pretreating is recommended to improve cleaning effectiveness for heavily soiled carpet in high traffic areas such as entry ways and hallways.

## CLEANSHOT™

- A. Set Custom Clean for the desired setting.
- B. Press the CleanShot button and aim the focused stream onto the stain. Allow the formula to soak in for 30 seconds.
- C. Run the machine over the stain to extract. Repeat as needed until the stain is gone.
- D. Rinse if desired.

# INSTRUCTIONS FOR USE (CONT'D)

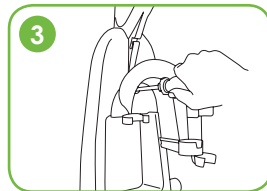
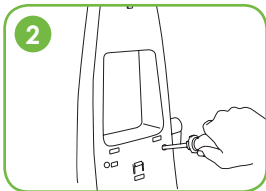
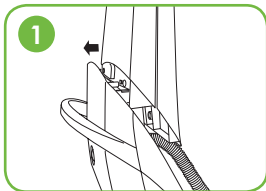
## Before You Begin Cleaning (cont'd)

### Assembling Your Cleaner



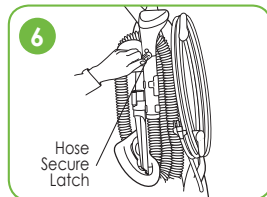
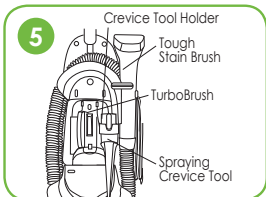
**WARNING: DO NOT PLUG THE STEAM CLEANER INTO AN ELECTRICAL OUTLET DURING ASSEMBLY.**

### Attaching the Handle to the Appliance



1. Slide upper handle onto lower handle.
2. Screw 3 screws into the marked holes on unit.
3. Place upper hose rack onto back of upper handle, and secure with tapered screw.

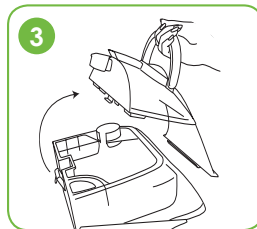
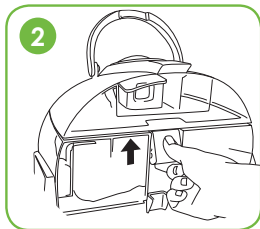
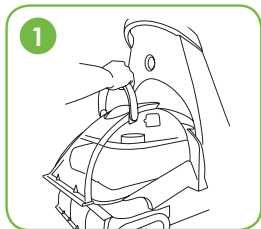
**Note:** You will need a phillips head screwdriver.



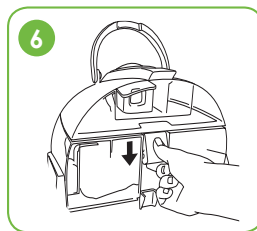
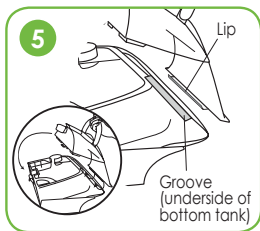
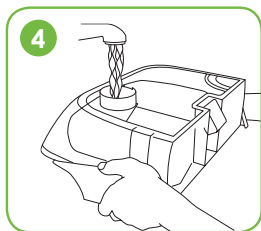
4. Place lower hose rack onto back of upper handle by pushing in and sliding down until it snaps into place.
5. Snap tools into the tool caddy as shown in Figure 5.
6. Wrap power cord and flex hose as shown in Figure 6.
7. Keep flex hose snugly in place by using the hose secure latch.

## CARPET CLEANING

**IMPORTANT:** Do not use the carpet shampooer as a dry vacuum.



1. Fill the 2-in-1 water tank. Remove the tank from the base of the machine by lifting up the tank carry handle. Carry like a bucket to the sink.
2. Unlatch the top of the tank from the bottom by lifting up on the tank latch which is located on the back of the tank.
3. Remove the top of the tank by lifting up on the handle. Note how the lip on the top tank separates from the groove in the bottom tank. This placement is important when putting the tank back together.



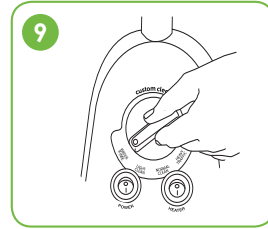
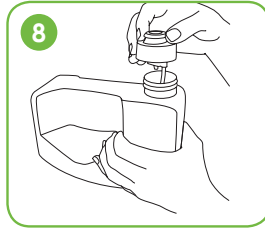
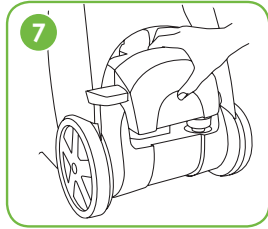
4. Fill the heavy duty bladder with warm water. Do not boil or microwave water as it can destroy the bladder. Destroyed bladder will not be covered by warranty. Do not add detergent or fragrant oils to the bladder as it can cause damage to the machine and void warranty.

# INSTRUCTIONS FOR USE (CONT'D)

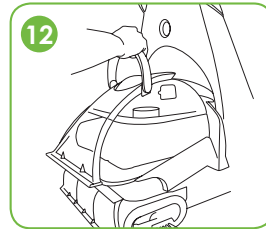
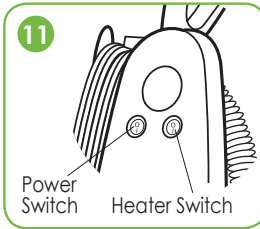
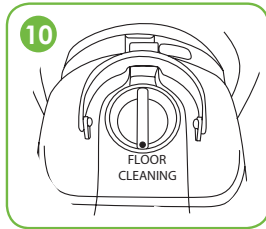
## Before You Begin Cleaning (cont'd)

### CARPET CLEANING (con'd)

5. Leaving the filled bottom of the tank on a flat surface, only manoeuvre the top of the tank.  
To attach the top part of the tank to the bottom, carefully hook the lip on the top tank into the groove on the bottom tank.
6. Fasten tanks together by securing the latch in the back. Remember to secure the tank latch in the back and test to make sure it is secure before picking up the tank.



7. Remove formula tank from back of machine.
8. Fill the formula tank by first unscrewing the cap and insert. Always use genuine BISSELL formulas to maximize cleaning and for the safety of your machine. Fill water up to "WATER" line and then fill up to "FORMULA" line with BISSELL formula. Replace the cap and insert. Place formula tank back into the slot in the back of the machine for a snug fit.
9. Set Custom Clean dial. Simply choose one of the 4 settings (heavy traffic, normal clean, light clean, or water rinse) and the SE9500 will adjust the right amount of cleaning formula to mix with the heated water to fit your cleaning need.



10. Set ReadyTools dial to the floor cleaning setting.
11. Plug into a proper outlet and turn the power and heater switches to the on position.

Allow 1 minute for the built-in heater to warm-up before cleaning. The SE9500 will be fully warmed and will provide optimal performance after one minute of continuous heated cleaning.

12. Cleaning strokes. While pressing the spray trigger, make one slow forward wet pass and another one back. Let the built-in heater, formula, and DirtLifter PowerBrushes do the work for you.

**CAUTION:** Do not over-wet. Take care not to run over loose objects or edges of area rugs.

Stalling brush may result in premature belt failure.

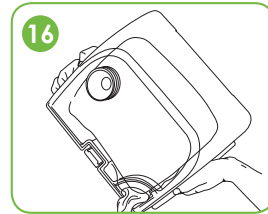
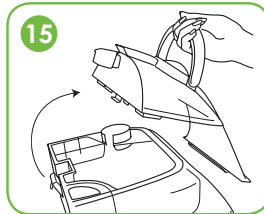
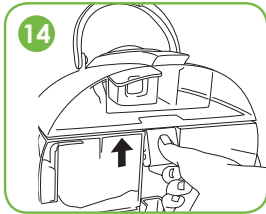
**NOTE:** Your machine is equipped with a circuit breaker that will automatically shut off the brush if a large or loose object is caught in the brush roll. If that happens, be sure to unplug your machine, remove the foreign object, and then plug the machine back in to reset the circuit breaker. Release the spray trigger and make one slow forward and backward pass over the same area to remove any residual dirty water and aid in drying. Repeat cleaning passes until solution being pulled up appears clean. Continue passes without pressing the spray trigger until you can't see any more water being pulled up.

# INSTRUCTIONS FOR USE (CONT'D)

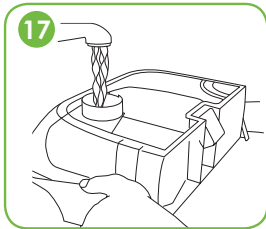
## Before You Begin Cleaning (cont'd)

### CARPET CLEANING (con'd)

13. After cleaning, you may want to turn the Custom Clean dial to rinse to give your carpeting a final water only rinse. This will ensure thorough removal of embedded dirt loosened by the deep cleaning formula.

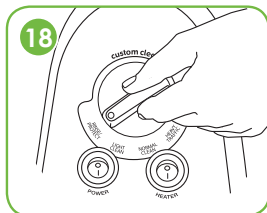


14. Remove the tank from the base of the machine by lifting up on the tank carry handle. Carry like a bucket to a utility sink or outside where you will dispose of the dirty water.
15. Unlatch the top of the tank from the bottom by lifting up on the tank latch which is located on the back of the tank.
16. Remove the top of the tank by lifting up on the handle. Note how the lip on the top tank separates from the groove in the bottom tank. This placement is important when putting the tank back together.



17. Lift the bottom portion of the tank; pour out dirty water toward the sink through the triangular shaped opening in the corner of the tank. You may notice hair & debris deposits on the carpet or in the tank that were loosened by the cleaning action (especially with newer carpets that have never been deep cleaned before). This debris should be picked up and thrown away.





18. Fill the heavy duty bladder with hand warm tap water. Remember to secure the tank latch in the back and test to make sure it is secure before picking up the tank. Always check the level of cleaning formula in the formula tank at the same time, and refill as needed.

19. Water rinse (optional). Rinsing is an optional step that can be done during the cleaning process by switching from one of the clean settings on the Custom Clean dial to a water rinse setting, or it can be done after the carpeted area has been cleaned. Simply choose the water rinse setting on the Custom Clean dial, and follow the same path as you did for cleaning, taking care to do a forward (wet) stroke by depressing the spray trigger, a backward (wet) stroke, and a forward and backward (dry) stroke, releasing the spray trigger. Continue this until the water you see coming up the nozzle is clear.
20. CleanShot. CleanShot is an optional feature that can be used to fight tough stains. It can be used as either a tough stain pre-cleaner or can be used during the deep cleaning process itself. To use CleanShot either as a pre-cleaner or during deep cleaning, follow the instructions on page 9.

## Cleaning with Attachments



**TO REDUCE THE RISK OF INJURY, BE EXTRA CAREFUL WHEN CLEANING STAIRS. ENSURE MACHINE IS SECURE AND LEVEL.**



**DO NOT OVER-WET**

Your SE9500 machine comes equipped with a hose and at least one attachment for cleaning stairs, upholstery, and more.

## INSTRUCTIONS FOR USE (CONT'D)

### ***Important! If using to clean upholstery, check upholstery tags.***

1.
  - A. Check manufacturer's tag before cleaning. "W" or "WS" on the tag means you can use your SE9500. If the tag is coded with an "X" or an "S" (with a diagonal stripe through it), or says "Dry Clean Only", do not proceed with any deep cleaning machine. Do not use on velvet or silk. If manufacturer's tag is missing or not coded, check with your furniture dealer.
  - B. Check for colour-fastness in an inconspicuous place.
  - C. If possible, check upholstery stuffing. Coloured stuffing may bleed through fabric when wet.
  - D. Plan activities to allow upholstery time to dry.
  - E. Vacuum thoroughly to pick up loose debris and pet hair. Use a vacuum with a brush attachment and a crevice tool to clean in fabric folds.
2. Follow the instructions on pages 8 for filling the 2-in-1 water tank and the formula tank.
3. Set ReadyTools dial to the hose attachments setting. This will allow spray and suction from the hose.
4. Set Custom Clean dial for heavy traffic, normal clean, light clean, or water rinse as desired.
5. Attach the cleaning tool to the end of the hose
6. Plug in and turn on the power switch and heater (if desired).
7. Clean by pressing the spray trigger to spray solution onto the area to be cleaned. Slowly move the tool back and forth over the soiled surface. Release the spray trigger to suction soiled water. Continue to clean in the area, working in small sections, until no more dirt can be removed. Rinse (optional) and suction as needed.
8. Remove and rinse tools in clean, running water. Dry and replace in the tool caddy.
9. It is recommended that you suction clean water from the tap to rinse out the hose.
10. Before replacing lift end of hose and stretch out to ensure all water is cleared from hose.

11. Coil flex hose around the tool caddy.
12. Empty 2-in-1 water tank and rinse out, following the instructions on page 18-19.
13. Return ReadyTools dial to floor setting.

## Stain Removal

**WARNING! To reduce the risk of fire and electric shock due to internal component damage, use only BISSELL formula intended for use with the deep cleaner. Non-BISSELL formulas may harm the machine and void the warranty.**

Do Not Delay! Attending to an accident soon after it occurs ensures the most optimal clean. Leaving it for an extended period of time may cause it to set and become permanent.

1. Blot up liquids with an absorbent cloth or paper towels. White materials are recommended because certain dyes may bleed and make the stain worse.
2. Gently scrape up any semi-solids with a spoon or spatula. Do not use a knife or other utensil with sharp edges because it could damage the carpet or upholstery.
3. If the area has dried, remove the remaining semi-solids and residue with a sweeper or vacuum.
4. Be sure to test any spot removal formulas in an inconspicuous area first. This is important as some dyes and materials could be damaged or discoloured by cleaning solvents. If such a change should occur, try a different solution or call a professional.
5. If cleaning on Berber carpeting, gently run your machine over a hidden area. If no fuzzing occurs, continue cleaning in soiled area.
6. CleanShot. CleanShot is an optional feature that can be used to fight tough stains. It can be used as either a tough stain pre-cleaner or can be used during the deep cleaning process itself. To use CleanShot either as a pre-cleaner or during deep cleaning, follow the instructions on page 9.

# MAINTENANCE



**WARNING: ALWAYS UNPLUG POWER CORD FROM ELECTRICAL OUTLET BEFORE PERFORMING ANY SERVICE ON EXTRACTOR.**

## Machine Storage

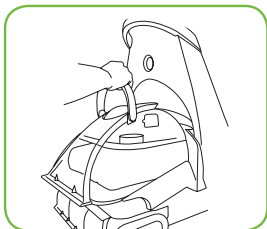
Once your cleaning is complete, make sure the 2-in-1 water tank is emptied, rinsed out, and dried before the next use. The formula tank can remain filled and ready to go, or it can simply be emptied back into the formula bottle if that is more convenient.

**Note:** Store cleaner in a protected, dry area. Since this product uses water, it must not be stored where there is a danger of freezing. Freezing will damage internal components and void the warranty.

## Machine Care

For best results, a few simple steps can assure your machine is well maintained after your cleaning is complete.

1. Turn power and heater switches off. Unplug the machine and wrap the power cord.
2. After emptying the 2-in-1 water tank, rinse it out at a faucet with running hot tap water, taking care to clean underneath the heavy duty bladder, and all around it.



3. The top half of the tank can be rinsed clean through the nozzle area. Also, pop out the red filter underneath the top half of the tank and rinse that out. Replace before putting the top and bottom halves of the tank together.

## Machine Care (cont'd)

4. Before you place the cleaned 2-in-1 water tank back onto the machine, simply unscrew the floor nozzle using a Phillips head screwdriver. This can be rinsed out at the faucet. Then replace back onto the machine by starting from the bottom of the nozzle and hooking the tabs into the holes on the bottom sides of the machine. Secure into place with the screw.
5. The inside of the end caps by the brush rolls can be wiped out with a clean paper towel, or, if a more thorough cleaning is desired, the end caps can be taken off using a Phillips head screwdriver and rinsed clean. Replace after cleaning.
6. Any loose hair or debris can be pulled from the brush rolls and thrown away. For the most thorough clean before storage, follow directions on pages 20-22 for removal and replacement of the brush rolls and belts.
7. To clean attachments that may have been used, remove from hose and rinse in clean, running water. Dry and replace attachment in the tool caddy. Clean the hose by suctioning clean water from the tap. Before replacing, lift end of hose and stretch out to ensure all water is cleared from hose. Refer to page 16, instructions 9 & 10.
8. After carpet is dry, vacuum again to remove hair and fuzz.

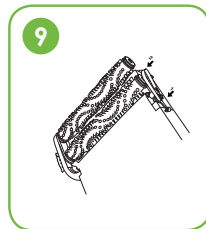
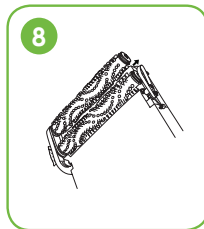
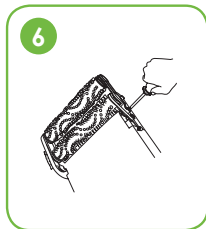
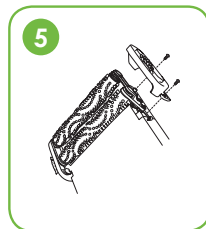
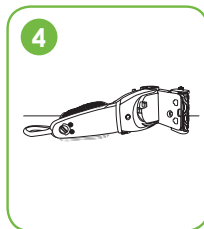
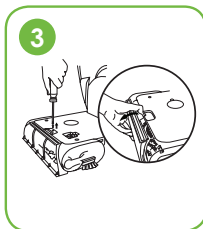
## MAINTENANCE (CONT'D)

### Small Belt Removal & Replacement

Occasional replacement of one or both belts may become necessary. If that is needed, please follow the instructions below.

1. Turn off the machine, and unplug it from the outlet.
2. Remove both the 2-in-1 water tank and the formula tank. Set aside.
3. Unscrew the front nozzle and remove it. Set aside.
4. Turn the machine on its side.

**IMPORTANT: Make sure that the cord side is down.**



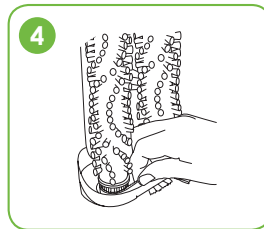
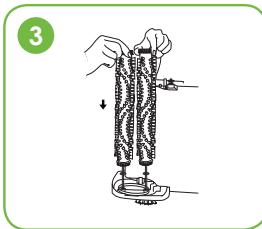
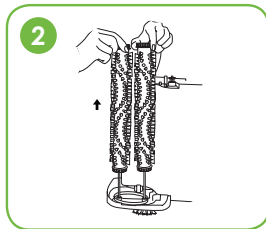
## Small Belt Removal & Replacement (cont'd)

5. Remove the clear end cap by unscrewing the two black screws. Take care not to drop the screws into the unit.
6. Remove one silver screw.
7. Remove pivot arm by gently lifting up.
8. Remove small brush belt.
9. Replace small brush belt, and reverse steps above.

## Brush Removal & Large Belt Replacement

**Note:** Brushes can be removed for cleaning or replacement as needed.

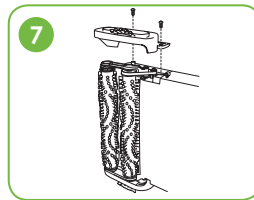
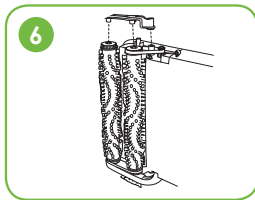
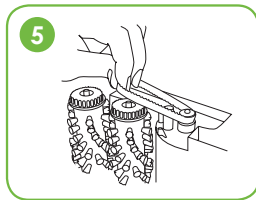
1. Follow small belt removal Instructions on pages 20 & 21.
2. Remove brush rolls by pulling them off of the metal rods.
3. Place cleaned or new brush rolls back onto the rods. Make sure one washer is on each end of the rollers prior to sliding onto the rod. Be sure to let the rod slide through the bushing to insure proper fit.
4. Re-attach the long belt on the bottom to the cogs of the small roller brushes.



## MAINTENANCE (CONT'D)

### Brush Removal & Large Belt Replacement (cont'd)

5. Place small belt over back roller and metal cog.
6. Place pivot arm in place and screw in place using the silver screw.
7. Re-attach clear end cap by tightening with the black screws.
8. Return front nozzle to front of unit, by latching from underneath and then securing with a screw.



### Filter Cleaning

**IMPORTANT: The solution line on your SE9500 deep cleaner has a built-in filter to trap unwanted particles and debris from clogging the spray tips. Check and clean this filter regularly.**

1. Turn off the machine, and unplug it from the outlet. Remove the 2-in-1 water tank. Set aside.
2. Remove the red solution filter cap by inserting a coin or flat head screwdriver into the slot on top. Turn counter-clockwise to unscrew. Set aside.
3. Remove the white filter by grasping the post and pulling up and out of the unit. Rinse the filter under cold water.

**Note:** Be careful not to drop the filter into the sink or dispose of it.

4. Replace the white filter back into the filter area. Ensure the white filter is seated properly before placing the red solution filter cap. Replace the red solution filter cap and turn clockwise to tighten.



## ACCESSORIES

Stain Trapper Tool



Spraying Crevice Tool



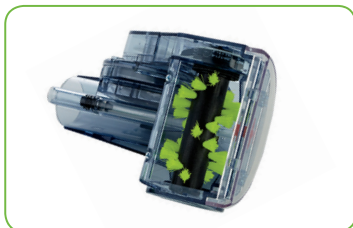
Upholstery Tool



3" Tough Stain Brush



Turbo Brush



Extractor SE9500

# TROUBLESHOOTING

Service problems that appear to be major can often be solved easily. You can be your own troubleshooter by reviewing this guide. All other servicing should be done by an authorised service agent or qualified technician.

Problem	Cause	Remedy
<b>Built-in heater light does not illuminate</b>	<ol style="list-style-type: none"> <li>1. The heater switch is not turned on.</li> <li>2. The power switch is not turned on.</li> </ol>	<ol style="list-style-type: none"> <li>1. Turn the heater switch on.</li> <li>2. Both switches must be on to activate the heater ready light.</li> </ol>
<b>Reduced spray or no spray.</b>	<ol style="list-style-type: none"> <li>1. 2-in-1 water tank may be empty.</li> <li>2. Formula tank may be empty.</li> <li>3. 2-in-1 water tank may not be seated completely.</li> <li>4. Pump may have lost prime.</li> </ol>	<ol style="list-style-type: none"> <li>1. Fill heavy duty bladder with hand hot tap water.</li> <li>2. Fill formula tank with BISSELL formula for cleaning.</li> <li>3. Turn power off. Remove and reseal tank.</li> <li>4. Turn power off and then back on. Wait one minute, then depress spray trigger.</li> </ol>
<b>DirtLifter PowerBrushes do not turn</b>	<ol style="list-style-type: none"> <li>1. The brush belt is off or broken.</li> <li>2. The unit is in the upright position.</li> <li>3. Circuit breaker may have tripped.</li> </ol>	<ol style="list-style-type: none"> <li>1. Turn power off and unplug unit from outlet. Follow instructions on pages 20-22.</li> <li>2. Brushes only rotate when the unit is reclined using the detent pedal.</li> <li>3. Turn the machine off and unplug from outlet. Check to see if foreign object is caught in brush roll. Remove object. Plug machine back in to reset circuit breaker.</li> </ol>

## TROUBLESHOOTING (CONT'D)

Problem	Cause	Remedy
<p><b>Cleaner not picking up solution</b></p>	<ol style="list-style-type: none"> <li>1. ReadyTools™ dial may be at wrong setting.</li> <li>2. 2-in-1 water tank may not be seated properly.</li> <li>3. 2-in-1 water tank may not be assembled properly.</li> <li>4. Solution or 2-in-1 water tank is empty.</li> <li>5. 2-in-1 water tank has picked up maximum dirty water and red float door has closed.</li> <li>6. Red float "door" in the tank may have closed as a result of bumping an object or moving machine back and forth too quickly.</li> </ol>	<ol style="list-style-type: none"> <li>1. Set ReadyTools™ dial to either FLOOR CLEANING or TOOLS setting.</li> <li>2. Pick up both the 2-in-1 water tank and formula tank and reseal them so they fit snugly on the unit.</li> <li>3. Check to make sure the "lip" of the nozzle is securely hooked into the groove on bottom of Tank (see page 11-12).</li> <li>4. Check fluid levels in heavy duty bladder and formula tank.</li> <li>5. Empty 2-in-1 water tank. Refill heavy duty bladder with warm water and replace.</li> <li>6. Turn the machine off, allowing red float door to release into the open position. Turn the unit back on to continue cleaning. Be sure your forward and backward strokes are done at a slower pace.</li> </ol>

Extractor SE9500



Your cleaner, in the case of domestic use, has a two year parts and labour warranty against product defects and failures when the product is used in accordance with the terms and conditions of this warranty statement.

This warranty commences from the original date of purchase and is not transferable; please retain your original proof of purchase for any warranty claims. This warranty is valid only in the country where the cleaner is purchased.

The cleaner must be operated in accordance with these instructions and used only for domestic household cleaning. This cleaner is not fit to be used as an industrial cleaner.

Accessories and consumables, unless defective in manufacture, are not subject to this warranty. To prolong the life of accessories and consumables, regular care and maintenance is recommended.

When properly used and cared for, your cleaner will render excellent service; refer to the instruction manual for further details, as misuse or failure to follow the instructions makes this warranty void.

In the event of service or advice being needed, please contact Electrical Home-Aids Pty Ltd, Ground Floor, Building 3, Brandon Business Park, 530 Springvale Road, Glen Waverley Victoria 3150, or on AUS: 1800 815 270, NZ: 0800 282 288, Monday-Friday 9am-5pm EST. The decision to repair or replace the cleaner is at the sole discretion of Electrical Home-Aids Pty Ltd. If Electrical Home-Aids Pty Ltd decide to repair or replace the cleaner, it will do so at its own cost.

Electrical Home-Aids Pty Ltd is unable to accept responsibility under this warranty for any repair work not carried out by an authorised Hoover Service Agent or from the use of non-genuine parts. If any part is no longer available or manufactured, Electrical Home-Aids Pty Ltd will replace it with a genuine functional replacement part. This warranty does not apply to the cost of replacing any parts of the product due to normal wear and tear, alterations, improper installation, physical abuse, misuse or accidental damage. Any transportation costs involved in the repair of defective parts shall be borne by the claimant.

If proof of purchase cannot be provided at the time of a warranty claim or service, any work carried out on the cleaner is chargeable.

The repair of the cleaner under this warranty does not extend the original period of warranty.

The benefits conferred by this warranty are in addition to all other rights and remedies in respect of the product as outlined under the Competition and Consumer Act and other State and Territory laws.

"Our goods come with guarantees that cannot be excluded in the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure."

**SAVE TIME, REGISTER WARRANTY ONLINE!**

[www.wertheimcleaning.com.au](http://www.wertheimcleaning.com.au) and [www.wertheim.co.nz](http://www.wertheim.co.nz)