



# POWERFRESH<sup>®</sup> VAC & STEAM

ALL-IN-ONE VACUUM AND STEAM MOP



2747 SERIES

# IMPORTANT SAFETY INSTRUCTIONS

## READ ALL INSTRUCTIONS BEFORE USING YOUR HARD FLOOR CLEANER.

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

- » Turn OFF all controls before unplugging
- » Do not direct steam at people, animals or equipment containing electrical components.
- » Unplug from outlet when not in use and before conducting maintenance or troubleshooting.
- » Do not fill water tank with more than 12 ounces of water
- » Do not leave unattended.
- » Do not allow to be used as a toy.
- » Close attention is necessary when used by or near children.
- » Do not immerse in water.
- » Do not use for any purpose other than described in this User Guide.
- » Use extra care when cleaning on stairs.
- » Do not turn over the device or touch the steam nozzle when using the device in steam mode.
- » Do not open water fill cap when machine is turned ON.
- » Use only manufacturer's recommended attachments; use of attachments not provided or sold by BISSELL® may cause fire, electric shock or injury.
- » Never put descaling, aromatic, alcoholic, chemicals, additives, or detergent products into the appliance, as this may damage it or make it unsafe for use.
- » Do not use with damaged cord or plug.
- » If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.
- » If appliance 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 with wet hands.
- » Do not put any object into appliance openings, or restrict air flow.
- » Do not use with any opening blocked.
- » Keep openings free of dust, lint, hair and anything that may reduce airflow.
- » Keep hair, loose clothing, fingers, and all parts of body away from openings and moving parts.
- » 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 appliance in an enclosed space filled with vapors given off by oil-based paint, paint thinner, some moth-proofing substances, flammable dust, or other explosive or toxic vapors.
- » Do not use on leather, wax polished furniture or floors, synthetic fabrics, velvet, or other delicate, steam-sensitive materials.
- » Do not use outdoors.
- » 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 Dirt Tank or filters in place.
- » Always turn off this appliance before connecting or disconnecting the nozzle.
- » Use only on indoor surfaces.
- » Keep appliance on a level surface.
- » Always turn OFF vacuum mode if you encounter liquid on the floor.

## 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 aren't sure if the outlet is properly grounded. **DO NOT MODIFY THE PLUG.** If it will not fit the outlet, have a proper outlet installed by a qualified electrician. This appliance is designed for use on a nominal 120-volt circuit, and has a grounding attachment plug that looks like the plug in the illustration. Make certain that the appliance is connected to an outlet having the same configuration as the plug. No plug adapter should be used with this appliance.

## GROUNDING INSTRUCTIONS

This appliance must be connected to a grounded wiring system. If it should malfunction or break down, grounding provides a safe path of least resistance for electrical current, reducing the risk of electrical shock. The cord for this

appliance has an equipment-grounding conductor and a grounding plug. It must only be plugged into an outlet that is properly installed and grounded in accordance with all local codes and ordinances.



## FOR OPERATION ON A 120 VOLT A.C. 60 HZ POWER SUPPLY ONLY.

This model is for household use only.

**SAVE THESE INSTRUCTIONS FOR FUTURE USE**

## WARNING

**SURFACE MAY BE HOT. AVOID CONTACT.**

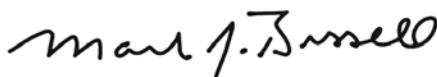
# Thanks for buying a BISSELL® hard floor cleaner

We're glad you purchased a BISSELL hard floor cleaner. Everything we know about floorcare went into the design and construction of this complete, high-tech home cleaning system.

Your BISSELL hard floor cleaner is well made, and we back it with a limited two-year warranty. We also stand behind it with a knowledgeable, dedicated Consumer Care department, so, should you ever have a problem, you'll receive fast, considerate assistance.

My great-grandfather invented the floor sweeper in 1876. Today, BISSELL is a global leader in the design, manufacture, and service of high-quality homecare products like your BISSELL hard floor cleaner.

Thanks again, from all of us at BISSELL.



Mark J. Bissell  
Chairman & CEO

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# Product View

- 1 Steam Trigger
- 2 Easy Touch Digital Controls
- 3 Cord Clip
- 4 Handle
- 5 Power Cord
- 6 Water Tank with Easy Fill Opening
- 7 Vacuum Filter
- 8 Bottom Empty Dirt Tank
- 9 Microfiber Mop Pads (quantities vary by model)
- 10 Quick Release Pad Tray
- 11 Water Cup
- 12 Vacuum Nozzle



## ⚠️WARNING

- » Plastic film can be dangerous. To avoid danger of suffocation, keep away from babies and children.
- » Do not plug in your hard floor cleaner until you are familiar with all instructions and operating procedures.
- » To reduce the risk of electric shock, turn power OFF and disconnect polarized plug from electrical outlet before performing maintenance or troubleshooting checks.

# Assembly

Your hard floor cleaner assembles quickly and easily, no tools required.

## To Assemble the Unit

Insert the handle into the top of the body until you hear a click. Then insert the body into the foot until you hear the locking tab click.



# Operations

## Special Features

### Easy Touch Digital Controls

The fingertip power controls are located on the front of the handle. Settings include:

#### (HI) High Steam

Use for durable floors or on sticky messes. To turn steam on, press once. Click again to turn steam off. Can be used simultaneously with the vacuum function or separately as a steam mop only.

#### (LO) Low Steam

Use on delicate floors or for light, everyday cleaning. To turn steam on, click once. Click again to turn steam off. Can be used simultaneously with the vacuum function or separately as a steam mop only.

**NOTE: You must select a steam setting first and then hold down the hand trigger to produce steam.**

 (VAC) Vacuum

ON/OFF switch. Can be used simultaneously with either steam function or separately as a stick vacuum only.

**NOTE: All settings can be used alone or either steam setting can be used simultaneously with the vacuum setting.**

### Microfiber Mop Pads

Reusable microfiber mop pads are machine washable and safe for virtually all hard floor surfaces. The white microfiber pad is best for everyday use on delicate flooring like sealed hardwoods and laminate. The gray and white striped pad can be used for scrubbing heavily soiled floors and cleaning tougher messes.

## !WARNING

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

## !WARNING

Exercise extreme care when using the hard floor cleaner on hardwood floors. Prolonged application of steam in one area increases the risk of damage to the surface treatment on timber floors. Test steam mop in an inconspicuous area before mopping a large area. The steam mop generates hot steam, so move the unit continuously when depressing the trigger. The trigger does not need to be depressed at all times. Regular foot traffic and direct sunlight will wear down timber floor surface treatment, making it more susceptible to steam damage. Check with your timber floor treatment and application specialist prior to steam mop operation.

## !WARNING

Appliance will not pick up crayons, marbles and other large objects.

### Tip

» Do not attempt to use your hard floor cleaner on the steam setting without water in the tank. You may hear a knocking sound indicating there is no water.

## !WARNING

Be sure to turn OFF vacuum mode if you encounter liquid on the floor

# Operations

## Getting Ready

The mop pad may have already come attached to the mop pad tray on the foot of the unit. If not, please follow step 1 below.

### For Microfiber Mop pads, please follow these steps:

#### 1. Attach mop pad.

- a. Step on foot release for mop pad tray and lift unit off tray.
- b. Some units may come with fragrance discs. Add fragrance disc in the mesh pocket in the mop pad. Use the whole disc for a refreshing scent or cut in half for a lighter scent.
- c. Wrap mop pad around the bottom of the tray, making sure the gray stitching is in the front and the quick release tab is in the back.
- d. Put the mop pad tray back down on the floor and set the unit back on top. It will click into place.

#### 2. Fill the water tank.

- a. On the back of the unit, open the Easy Fill opening of the water tank and use the included Water Cup to fill the water tank with water. Don't overfill or water may spill from the tank. For best results, water should be at room temperature.
- b. Close the Easy Fill opening.
- c. The water tank holds 13oz. and will last approximately 15 minutes depending on the amount of the steam used during cleaning.

#### 3. Pull and twist the Quick Release cord wrap clockwise to unwrap the Power Cord completely and plug into an outlet as described on the Important Safety Instructions on page 2.

**NOTE: Upon the first use or first use after refilling the water tank, the pump may make a 'knocking' sound. This is normal and could last up to 30 seconds.**

## ⚠️ WARNING

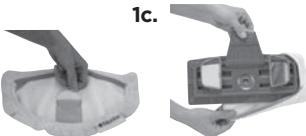
Do not operate appliance with damp or wet filters or without all filters in place.

### Microfiber Mop Pad

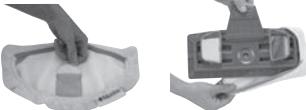
1a.



1b.



1c.



## ⚠️ WARNING

Tinted plates on foot may get hot while steam mop is in use. Do not touch while hot.

## ⚠️ WARNING

Never put descaling, alcoholic or detergent products into the steam cleaner, as this may damage it or make it unsafe for use.

2.



## Tip

» Use of distilled or demineralized water is recommended to prolong the life of your hard floor cleaner. To add a fresh scent as you clean, try BISSELL® demineralized waters in various scents like Citrus, Eucalyptus Mint and Spring Breeze.

# Operations

## Using Your PowerFresh® Vac & Steam Hard Floor Cleaner

The hard floor cleaner can be used as a vacuum and a steam mop at the same time or separately. For best results and time savings, use the powerful vacuum to clear floor of dust and small debris as you steam mop.

Your hard floor cleaner is designed to clean hard flooring, such as ceramic tile, marble, stone, and sealed hard wood floors. Use on waxed or some unwaxed floors may result in a diminished glossiness. The hard floor cleaner is not for use on unsealed wood floors. For best results, test in an inconspicuous area and check the care instructions from your flooring manufacturer.

**1.** Plug the unit in and wait 30 seconds for it to heat up. When the Steam Ready light illuminates, choose the level of steam to clean your floor:

 **HI** for durable floors or sticky messes.

 **LO** for delicate floors or every day cleaning.

**2.** Press Steam Trigger on the underside of the handle to actuate steam

**3.** Push the  **VAC** switch down to turn ON the cyclonic vacuum.

**4.** Begin cleaning by slowly moving the unit over the floor surface while pressing the Steam Trigger on the underside of the handle. Moisture on the floor is normal when using in steam mode.

**5.** When the hard floor cleaner stops emitting steam, turn the unit OFF (both steam mop and vacuum functions) and unplug. Open the Easy Fill opening of the water tank and use the Water Cup to add more water to the tank. For best results, water should be at room temperature. Then close the Easy Fill opening, turn the unit back on and continue cleaning.

**NOTE: To be sure to sanitize an area of your floor, use the microfiber cloth pads and slowly and evenly stroke the hard floor cleaner back and forth at least three times over the area using continuous steam. For best results, remove the pad and wash after use.**

## ⚠️WARNING

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

**1.**



**2.**



### Tip

» For vacuum use on low pile area rugs, remove pad tray for improved performance.

## Thermal Protector

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

1. Turn the cleaner OFF and unplug from electrical outlet.
2. Empty Dirt Tank, check filters and air passages for dirt accumulation.
3. The thermal protector automatically resets after approximately 2 hours. If the thermal protector does not reset, call BISSELL Consumer Services or visit the website.

# Maintenance & Care

## Removing Mop Pads

1. Unplug hard floor cleaner from electrical outlet.
2. Step on foot release for mop pad tray and lift unit off tray.
3. Carefully remove mop pad from the mop pad tray using the Quick Release Tab. The mop pad and tray may be hot.
4. Put the mop pad tray back down on the floor and set the unit back on top. It will click into place.
5. The mop pad can be machine washed in warm water. Use only liquid detergents. Do not use fabric softeners or bleach. For best results, air dry.

## WARNING

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

## CAUTION

Upright storage of the cleaner with a wet mop pad may result in the formation of white marks on your floor. To remove the white marks, clean area with vinegar.

2.



2.



3.



## Emptying the Dirt Tank

The Dirt Tank needs to be emptied when the dirt reaches the 'Full' line on the side of the tank.

1. Unplug hard floor cleaner from electrical outlet.
2. Remove the Bottom Empty Dirt Tank from the unit by moving the lock button on the front of the unit to the left.
3. Hold the Dirt Tank over a garbage container. Press the bottom lid release button on the back of the Dirt Tank to empty.
4. Mount the Bottom Empty Dirt Tank back on the vacuum base and push the lock button to the right until it is centered on the front of the unit.

**NOTE: The Dirt Tank may be washed in warm water with a mild detergent. Make sure it is completely dry before replacing.**

# Maintenance & Care

## Cleaning or Replacing the Vacuum Filter

The key to maximum performance is having clean filters. Cleaning the filters after each use will help the vacuum operate at peak efficiency. Use only genuine BISSELL® replacement filters in your hard floor cleaner. To purchase, visit [www.BISSELL.com](http://www.BISSELL.com) or call BISSELL Consumer Care at 1-800-237-7691.

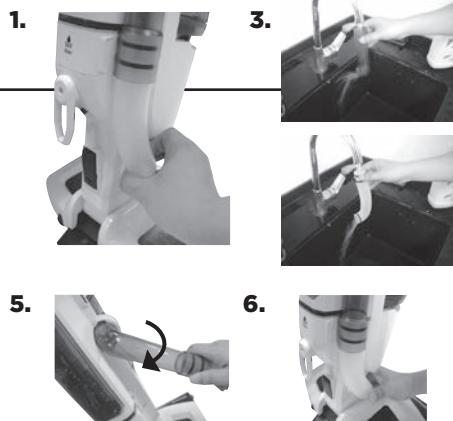
1. Turn power off and unplug unit.
2. Remove the Dirt Tank from the unit as directed in the Empty Dirt Tank section.
3. Remove the Filter Assembly by pulling it up and out of the Dirt Tank.
4. Tap the Filter Assembly firmly against the inside of a water container to remove any visible dirt.
5. To remove the Foam and Pleated Filters from the Filter Assembly; grasp the bottom of the Filter Assembly with one hand and the two tabs on the top of the with your other hand and pull apart. The black, Foam Filter can then be pull out from under the white, Pleated Filter.
6. The Foam Filter can be washed gently by hand in warm water and mild dish detergent. Be sure to rinse thoroughly and air dry completely before replacing back into the filter assembly.
7. The Pleated Filter is made of paper and is not washable. It can be replaced when it becomes dirty. Recommended replacement is every 6 months.
8. When cleaned and dry, replace the Foam Filter back under the Pleated Filter and replace back onto the Filter Assembly. Be sure to align the notch on the top of the Filter Assembly into the opening on the bottom to ensure proper fit.
9. Replace the Filter Assembly back into the Dirt Tank. Be sure to align the notch on the Filter Assembly into the opening on the top of the Dirt Cup to ensure proper fit.
10. Place the Dirt Tank back into the unit and slide the lock button to your right to lock in place.

## Cleaning Hose Tube

1. Grab bottom end of the hose and pull lower portion away from the body.
2. Separate the hose into two pieces.
3. Wash hose.
4. Align the top of the hose to the groves on the hose opening of the unit.
5. Twist hose down to insert lower portion of hose to the unit.
6. Make sure hose fits tightly into the unit.

## WARNING

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



# Maintenance & Care

## Cleaning Foot of Unit

1. To clean the foot and bristles, push the release button on the back of the pivot joint and pull the foot to release it from the appliance.
2. Wash bottom of foot and bristles with cold water.
3. Look for any clogging in the steam nozzle. To clean, run water over steam nozzle.
- NOTE: Make sure foot and bristles are dry before attaching the foot to the appliance.**
4. To re-attach the foot to the appliance: place the foot on the floor, push the appliance down into the foot and then listen for the click that sounds when properly attached.

## ⚠️WARNING

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

2.



## Troubleshooting

## ⚠️WARNING

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

Problem	Possible causes	Remedies
<b>Vacuum cleaner has low suction</b>	Dirt Tank is full	Empty Dirt Tank
	Dirt Tank is not installed properly	Position tank correctly and move lock button to the right until it is in the center of the unit
	Foot is loose	Make sure foot is fully inserted into body of unit
	Filters need cleaning	Follow filter instructions on page 9
	Filters need replacing	Visit <a href="http://www.BISSELL.com">www.BISSELL.com</a> to order replacement filters
	Hose tube is not installed properly	Follow instructions on page 9
<b>Visible dirt escaping from cleaner</b>	Dirt Tank is full of debris	Empty Dirt Tank
	Filter is missing or installed incorrectly	Check filter for correct installation
	Dirt Tank installed incorrectly	Position tank correctly and move lock button to the right until it is in the center of the unit
<b>Reduced steam or no steam</b>	Water tank empty	Fill tank
	Steam level not selected	Select steam level by pushing steam level button

# 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 or telephone as described below.

It may be necessary to obtain some of your personal information, such as a mailing address, to fulfill terms of this warranty. Any personal data will be handled pursuant to BISSELL's Privacy Policy, which can be found online at [www.BISSELL.com/privacy-policy](http://www.BISSELL.com/privacy-policy).

## Limited Two-Year Warranty

Subject to the **\*Exceptions and Exclusions from the Terms of the Limited Warranty**, upon receipt of the product BISSELL will repair or replace (with new, refurbished, lightly used, or remanufactured components or products), at BISSELL's option, free of charge from the date of purchase by the original purchaser, for two 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 guide is not covered. This warranty will only be valid if the product is used in the same country in which it was sold.

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 two-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

## 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.

## 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/service-centers](http://www.BISSELL.com/service-centers)

### E-mail:

[www.BISSELL.com/email-us](mailto: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

# 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](http://www.BISSELL.com/registration)!**

### **Visit the BISSELL website: [www.BISSELL.com](http://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 page for details.**

## **Parts & Supplies**

**For Parts and Supplies, go to [www.BISSELL.com](http://www.BISSELL.com) and enter your model number in the search field.**

*Love your BISSELL® product?*

Don't keep it a secret.

Let us, and millions of others, know what you think!  
Leave your star-rating on BISSELL.com

**[www.BISSELL.com](http://www.BISSELL.com)**



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