

# BISSELL®

**WE MEAN CLEAN**

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## PROheat2X® CLEANSHOT®

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20B4 & 9500 SERIES

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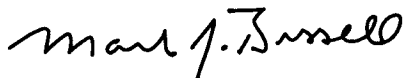
## Thanks for buying a BISSELL PROheat 2x® CleanShot®

We're glad you purchased a BISSELL ProHeat 2X CleanShot heated formula deep cleaner. Everything we know about floor care went into the design and construction of this complete, high-tech home cleaning system.

Your BISSELL ProHeat 2X CleanShot is well made, and we back it with a limited one year warranty. We also stand behind it with a knowledgeable, dedicated Consumer Services department, so, should you ever have a problem, you'll receive fast, considerate assistance.

My great-grandfather invented the floor sweeper in 1876. Today, BISSELL is a global leader in the design, manufacture, and service of high quality homecare products like your ProHeat 2X.

Thanks again, from all of us at BISSELL.



**Mark J. Bissell**  
Chairman, President & CEO

### Don't forget to register your product!

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) now!**

# IMPORTANT SAFETY INSTRUCTIONS

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

READ ALL INSTRUCTIONS BEFORE USING YOUR PROHEAT 2X® CLEANSHOT®.

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

- Do not immerse.
- Use only on surfaces moistened by cleaning process.
- Always connect to a properly grounded outlet.
- See Grounding Instructions.
- Unplug from outlet when not in use and before conducting maintenance or troubleshooting.
- Do not leave machine when it is plugged in.
- Do not service machine when it is plugged in.
- 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.
- Use indoors only.
- Do not pull or carry by cord, use cord as a handle, close door on cord, pull cord around sharp corners or edges, run appliance over cord, or expose cord to heated surfaces.
- Unplug by grasping the plug, not the cord.
- Do not handle plug or appliance with wet hands.
- Do not put any object into appliance openings, use with blocked opening, or restrict air flow.
- Do not expose hair, loose clothing, fingers or body parts to openings or moving parts.
- Do not pick up hot or burning objects.
- Do not pick up flammable or combustible materials (lighter fluid, gasoline, kerosene, etc.) or use in the presence of explosive liquids or vapor.
- Do not use appliance in an enclosed space filled with vapors given off by oil base paint, paint thinner, some moth proofing substances, flammable dust, or other explosive or toxic vapors.
- Do not pick up toxic material (chlorine bleach, ammonia, drain cleaner, gasoline, etc.).
- Do not modify the 3-prong grounded plug.
- Do not allow to be used as a toy.
- Do not use for any purpose other than described in this User's Guide.
- Do not unplug by pulling on the cord.
- Use only manufacturer's recommended attachments.
- Use only cleaning products formulated by BISSELL for use in this appliance to prevent internal component damage. See the cleaning fluid section of this guide.
- Keep openings free of dust, lint, hair, etc.
- Do not point attachment nozzle at people or animals
- Keep appliance on a level surface.
- Turn off all controls before unplugging.
- Unplug before attaching the TurboBrush®.
- Be extra careful when cleaning stairs.

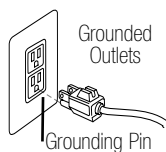
■ Close attention is necessary when used by or near children.

## SAVE THESE INSTRUCTIONS.

THIS MODEL IS FOR HOUSEHOLD USE ONLY.

## GROUNDING INSTRUCTIONS

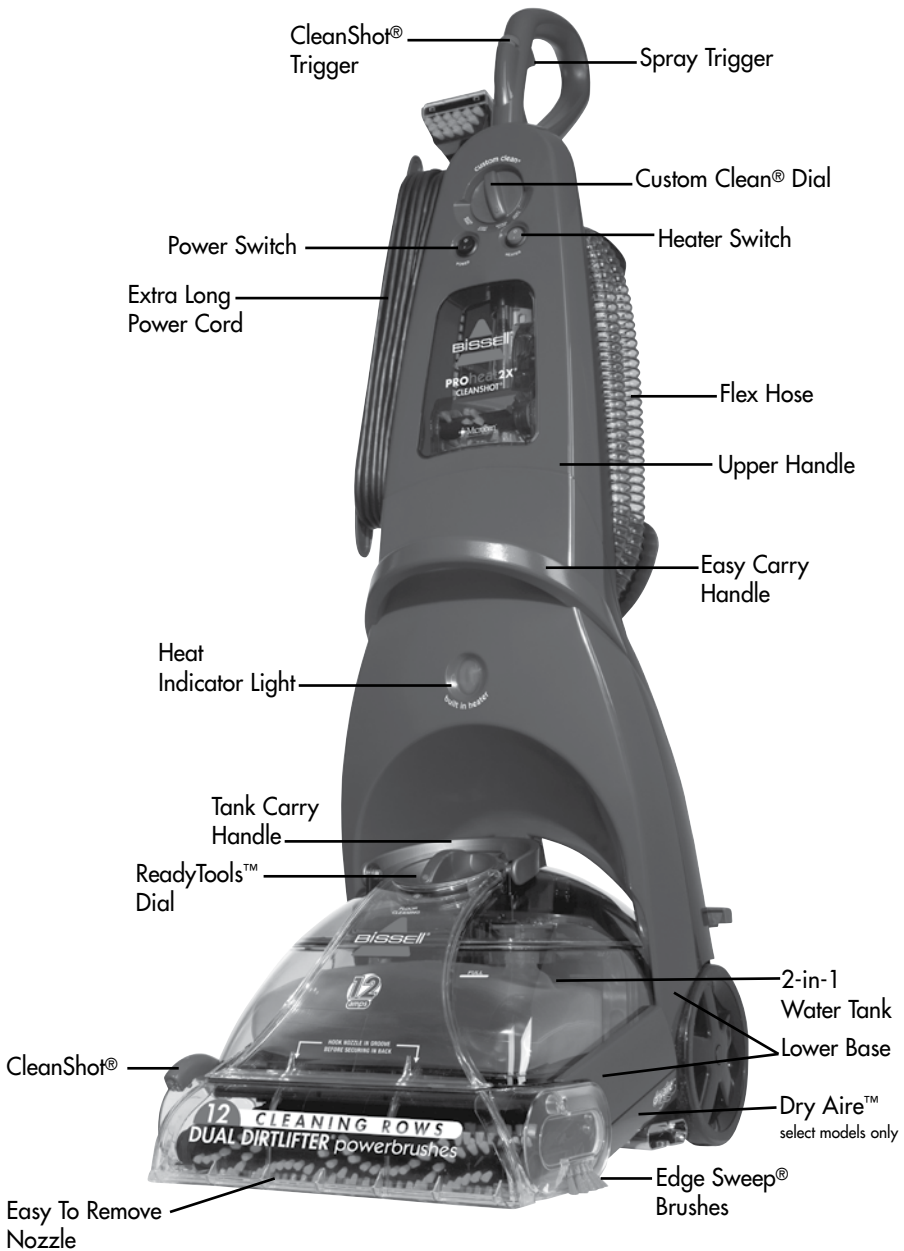
This appliance must be connected to a grounded wiring system. If it should malfunction or break down, grounding provides a safe path of least resistance for electrical current, reducing the risk of electrical shock. The cord for this appliance has an equipment-grounding conductor and a grounding plug. It must only be plugged into an outlet that is properly installed and grounded in accordance with all local codes and ordinances.



## **⚠ 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 drawing above. 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.

# Product view



CleanShot®  
Trigger

Spray Trigger

Custom Clean® Dial

Power Switch

Heater Switch

Extra Long  
Power Cord

Flex Hose

Upper Handle

Easy Carry  
Handle

Heat  
Indicator Light

Tank Carry  
Handle

ReadyTools™  
Dial

2-in-1  
Water Tank

Lower Base

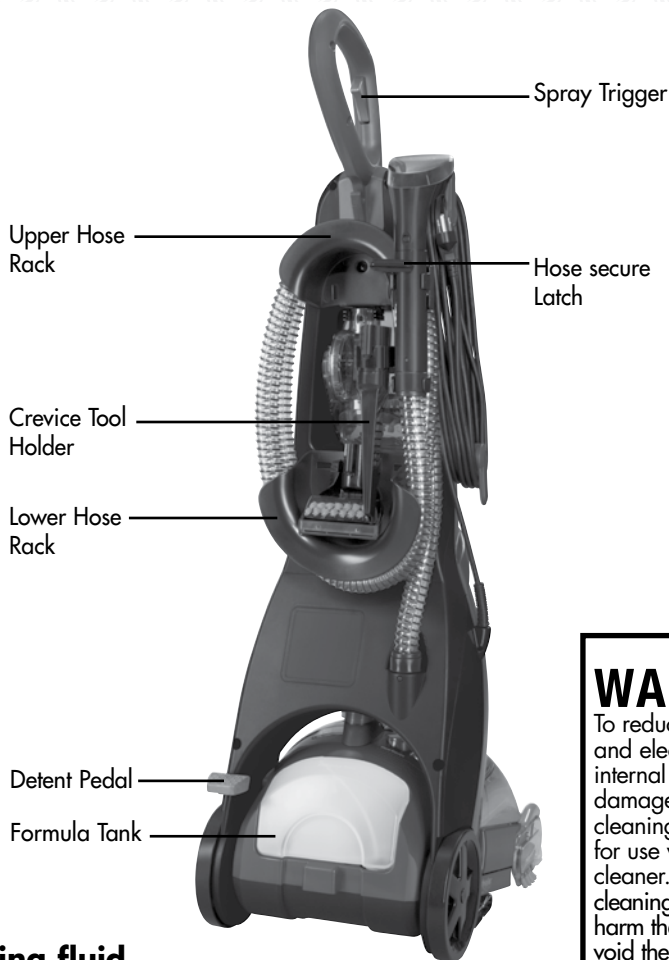
Dry Aire™  
select models only

CleanShot®

Edge Sweep®  
Brushes

Easy To Remove  
Nozzle

# Product view



## WARNING:

To reduce the risk of fire and electric shock due to internal component damage, use only BISSELL cleaning fluids intended for use with the deep cleaner. Non-BISSELL cleaning solutions may harm the machine and void the warranty.

## Cleaning fluid

Keep plenty of genuine BISSELL 2X formula on hand so you can clean and protect whenever it fits your schedule. Always use genuine BISSELL deep cleaning formulas. Non-BISSELL cleaning solutions may harm the machine and will void the warranty.



BISSELL  
2X Fiber  
Cleansing  
Formula with  
Scotchgard™  
Protection



BISSELL  
2X Allergen  
Cleansing  
Formula



BISSELL  
2X Pet Stain  
and Odor  
Removal  
Formula with  
Scotchgard™  
Protection



BISSELL  
2X Natural  
Orange  
Formula



BISSELL  
2X Lavender  
Essence  
Formula



BISSELL  
2X  
Professional  
Deep  
Cleaning  
Formula with  
Scotchgard™  
Protection



BISSELL  
2X Hard  
Solutions  
Formula



BISSELL  
Tough  
Stain  
PreCleaner

# Assembly

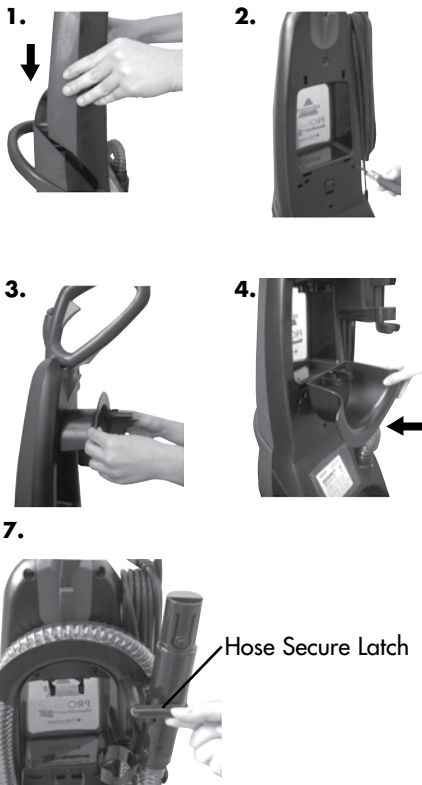
Your ProHeat 2X CleanShot comes in three, easy to assemble components:

Upper Handle  
Lower Handle  
Tool Caddy

The only thing you will need to assemble your cleaner is a Phillips head screwdriver.

1. Slide upper handle onto lower handle.
2. Screw 3 screws into the marked holes.
3. Place upper hose rack onto back of upper handle, and secure with screw.
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.
6. Wrap power cord and flex hose.
7. Keep flex hose snugly in place by using the hose secure latch.

**ProHeat 2X assembly is now complete.**



# Operations

## Special features

Your BISSELL ProHeat 2X CleanShot 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

BISSELL ProHeat 2X models all feature a patented built-in heater which will heat the hot tap water you put in up to 25 degrees hotter to safely optimize cleaning effectiveness. The heater will never allow the temperature to exceed 190 degrees. 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.

# Operations

## Custom Clean®

The Custom Clean feature automatically mixes 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 ProHeat 2X CleanShot will adjust the right amount of cleaning solution to mix with the heated water to fit your cleaning need.

## CleanShot®

The CleanShot feature gives you the ability to tackle tough stains with the push of a button. Cleaning solution 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™ (select models only)

The Dry Aire system spreads hot air across the carpet to aid in drying. The feature runs while your machine is powered.

## Flow indicator (select models only)

The flow indicator is located on the rear cover of your unit. When the unit runs out of water or solution the flow indicator will instantly let you know

## 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 only carry one tank to and from the sink for emptying and filling.



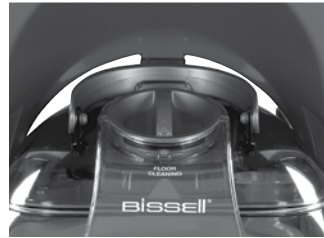
(located on upper handle)



# Operations

## **ReadyTools™ dial**

This provides either floor cleaning or above floor cleaning with the turn of a knob. Choose "TOOLS" setting for stairs, upholstery and hard to reach areas and "FLOOR CLEANING" for carpets area rugs and bare floors.



## **Scotchgard™ Protector**

Carpet protection applied at the mill typically wears down over time from heavy foot traffic and everyday cleaning, including deep cleaning. To help restore this important protection, only BISSELL offers deep cleaning formulas with Scotchgard protector. This offers extra protection against dirt and tough stains to keep your carpets looking good longer.

To maintain your Scotchgard 5-year limited stain warranty, you no longer are required to hire a professional. By using your BISSELL ProHeat 2X machine with BISSELL 2X formulas containing Scotchgard protector every 12 months, your carpet warranty from 3M remains in effect. No other home deep cleaning system can do this for you. Refer to the Scotchgard protector warranty for details.





# Operations

## **Before you clean**

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

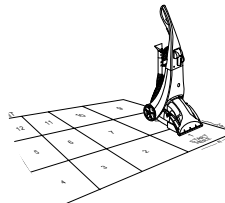
- 4. Pretreating** (optional)  
Pretreating is recommended to improve cleaning effectiveness for heavily soiled carpet in high traffic areas such as entryways and hallways.

### **Option A: BISSELL Tough Stain PreTreat**

- A.** Spray the BISSELL Tough Stain Pre-treat formula onto heavy traffic areas, soiled areas, or stains.
- B.** Allow to penetrate for at least 3 minutes.
- C.** Clean as normal, using the BISSELL ProHeat 2X machine on the high traffic setting, following the instructions below.

### **Option B: CleanShot**

Follow instructions on page 12.



## **ATTENTION:**

Some Berber carpets have a tendency to fuzz with wear. Repeated strokes in the same area with an ordinary vacuum or deep cleaner may aggravate this condition. Please see Stain Removal instructions on page 14.



# Operations

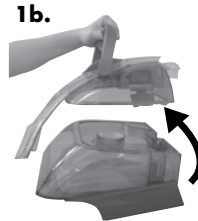
## Carpet cleaning

**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.



**1a.** Unlatch the top of the tank from the bottom by lifting up on the tank latch located on the back of the tank.

**1b.** Remove the top of the tank by lifting up on the handle.

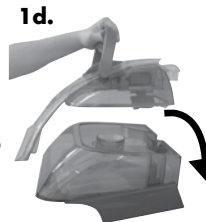


**Note how the lip on the top tank separates from the groove in the bottom tank. This placement is important when putting the tank back together.**

**1c.** Fill the heavy duty bladder with clean hot tap water.

**\*Do not boil or microwave water as it can destroy the bladder.**

**1d.** Leaving the filled bottom of the tank on a flat surface, only maneuver 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.



**1e.** Fasten tanks together by securing the latch in the back.

**Note: Remember to secure the tank latch in the back and test to make sure it is secure before picking up the tank.**

**2.** Remove formula tank from back of machine.



**3.** Fill the formula tank by first unscrewing the cap and insert. Always use genuine BISSELL 2X formulas to maximize cleaning and for the safety of your machine. Fill with water to WATER line and then fill up to FORMULA line with BISSELL 2X Concentrated formula. Replace formula tank.

**4.** Set Custom Clean Dial. Simply choose one of the 4 settings (heavy traffic, normal clean, light clean, or water rinse).



**5.** Set ReadyTools Dial to the floor cleaning setting.

# Operations

## Carpet cleaning continued

6. Plug into a proper outlet and turn the power and heater switches to the ON (I) position. Allow 1 minute for the built-in heater to warm-up before cleaning. The ProHeat 2X will be fully warmed and will provide optimal performance after a minute of continuous heated cleaning.

7. Cleaning Strokes. While pressing the trigger, make one slow forward wet pass and another one back. **Caution: Do not overwet.** 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 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 trigger until you can't see any more water being pulled up.

8. 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.

8a. Unlatch the top of the tank from the bottom by lifting up on the tank latch located on the back of the tank.

8b. 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.**



Power Switch

Heater Switch



## WARNING:

To reduce the risk of due to internal component damage, use only BISSELL cleaning fluids intended for use with the deep cleaner.

**Keep plenty of genuine BISSELL 2X formula on hand so you can clean whenever it fits your schedule. Always use genuine BISSELL deep cleaning formulas. Non-BISSELL cleaning solutions may harm the machine and void the warranty.**



# Operations

## Carpet cleaning continued

- 8c.** Lift the bottom portion of the tank; pour out dirty water in the sink through the triangular shaped opening in the corner of the tank.

**Note:** You may notice hair & debris deposits on the carpet or in the tank that were loosened by the cleaning action. This debris should be picked up and thrown away.

- 8d.** Fill the heavy duty bladder with clean hot tap water, following instructions 1c through 1e on page 10.

**Note:** 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.

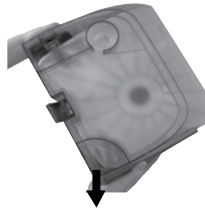
- 9.** Water rinse (optional). Rinsing is an optional step that can be done during the cleaning process or after the carpeted area has been completed. Switch to the water rinse setting, on the Custom Clean dial and follow the same path as you did for cleaning. Take care to do a forward (wet) stroke by depressing the trigger, and a backward (wet) stroke, followed by a forward and backward (dry) stroke, releasing the trigger. Continue this until the water you see coming up the nozzle is clear. (see page 17.)

- 10. CleanShot.** CleanShot is an optional feature that can be used to fight tough stains. It can be used as either a tough stain pre-treat or can be used during the deep cleaning process itself. To use CleanShot either as a pre-treat or during deep cleaning, follow the instructions below.

- 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.

**Keep plenty of genuine BISSELL 2X formula on hand so you can clean whenever it fits your schedule. Always use genuine BISSELL deep cleaning formulas. Non-BISSELL cleaning solutions may harm the machine and void the warranty.**

**8c.**



**8d.**



**9.**



**10B.**



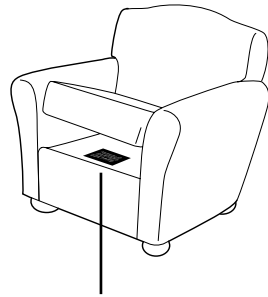
# Operations

## Cleaning with attachments

**Your ProHeat 2X machine comes equipped with a hose and at least one attachment for cleaning stairs, upholstery, and more.**

- 1. Important!** If using to clean upholstery, check upholstery tags.
  - A.** Check manufacturer's tag before cleaning. "W" or "WS" on the tag means you can use your ProHeat 2X. 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 colorfastness in an inconspicuous place.
  - C.** If possible, check upholstery stuffing. Colored 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 page 10 for filling the 2-in-1 water tank and the formula tank.
- 3.** Set ReadyTools dial to the "TOOLS" 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 trigger to spray solution onto the area to be cleaned. Slowly move the tool back and forth over the soiled surface. Release the 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.

**Caution: Do no overwet.**



Manufacturer's tag

**5.**

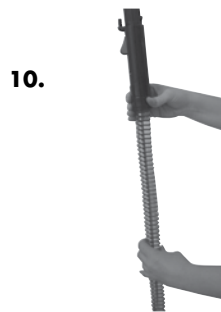


**WARNING:** To reduce the risk of injury, be extra careful when cleaning stairs. Make sure machine is secure and level.

# Operations

## Cleaning with attachments continued

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 a bowl 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 12.
13. Return ReadyTools dial to floor setting.

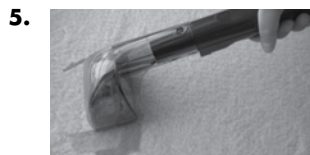


## Deep reach tool attachment

(Select models only)

**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. Follow the instructions on page 10 for filling the 2-in-1 water tank and the formula tank.
2. Follow instructions 3-6 on page 13 under "Cleaning with attachments".
3. Set tool on stain and press the trigger to spray solution onto the area to be cleaned.
4. Slowly move the tool back and forth over the soiled surface, keeping the tool in contact with the carpet.
5. Release trigger and move tool slowly over the soiled area to suction up water and dirt.
6. Continue to clean the area, working in small sections, until no more dirt can be removed.
7. Remove tool from hose when finished. Clean under warm water before storing.



# Operations

## Stain removal

**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 discolored 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. Using the BISSELL Tough Stain PreCleaner, spray evenly over soiled area. Do not overwet. Wait 3-5 minutes. Gently work the solution by blotting area with a clean, damp, color safe cloth.
7. **CleanShot.** CleanShot is an optional feature that can be used to fight tough stains. It can be used as either a tough stain pre-treat or can be used during the deep cleaning process itself (see page 12).
8. Clean using either the **FLOOR CLEANING**, or **TOOLS** setting on the ReadyTools dial.



# Operations

## Hard floor cleaning

**Your ProHeat 2X model may have come with a hard floor attachment and 2X Hard Floor Solutions Formula. If not, these products are available for purchase by contacting the BISSELL Consumer Services department by phone or at the website. The hard floor tool provides effective cleaning for linoleum, vinyl, and tile floors. Caution: Do not use on unsealed hardwood floors.**

1. Vacuum or sweep thoroughly to pick up any loose debris and pet hair.
2. Move any furniture, if needed.
3. Fill the formula tank to "WATER" line with water. Fill to "FORMULA" line with BISSELL 2X Hard Floor Solutions.
4. Fill the 2-in-1 water tank with hot tap water and set aside.
5. Attach the hard floor tool onto the bottom of the machine by hooking it into the nozzle and swinging it down until it clicks into place.
6. Set ReadyTools dial to the "FLOOR CLEANING" setting.
7. Set the Custom Clean dial to normal clean.
8. Plug into an outlet and turn the power switch and heater **ON (I)**.
9. Slowly move the machine forward and back over hard floor surface one time while depressing trigger.  
**Caution: Do not overwet.**
10. Repeat the motion without pressing the trigger using the hard floor tool to squeeze and suction up the dirty water.
11. Allow adequate time for floors to dry.
12. Remove hard floor tool, rinse and dry before storing.
13. Rinse out the formula tank.

## **WARNING:**

To reduce the risk of fire and electric shock when cleaning a hard floor, the BISSELL hard floor tool 203-5642 must be used and it must only be used with BISSELL Hard Floor Solutions or BISSELL 2X Hard Floor Solutions cleaning fluid intended for use with this appliance.

## **WARNING:**

To reduce the risk of fire, electric shock or injury unplug from outlet before servicing.

5.





# Maintenance and care


## 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.

**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. Flush your machine of any remaining residual solution.
  - A. Fill the 2-in-1 clean water tank with clean hot tap water.
  - B. Plug your machine into a proper outlet and set the Custom Clean dial to the rinse setting. Turn the power on by pressing the power button.
  - C. Redine the handle and press the spray trigger for 15 seconds while making forward and backward passes on carpet. Release the trigger to suction. Repeat for another 15 seconds. Continue without pressing the trigger until there is no more water being suctioned.
2. Turn power and heater switches OFF (O). Unplug the machine and wrap the power cord. Empty the 2-in-1 water tank.
3. Rinse out 2-in-1 water tank, with running hot tap water, taking care to clean underneath the heavy duty bladder, and all around it.
4. 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 out. Replace before putting the top and bottom halves of the tank together.
5. 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.

## **WARNING:**

To reduce the risk of fire, electric shock or injury unplug from outlet before servicing.


### *Tip:*

Let all parts dry completely before storing



# Maintenance and care

## Machine care continued

6. 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.
7. 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 18 & 19 for removal and replacement of the brush rolls and belts.
8. To clean attachments that may have been used, remove from hose and rinse under 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 14.
9. After carpet is dry, vacuum again to remove hair and fuzz.



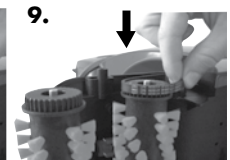
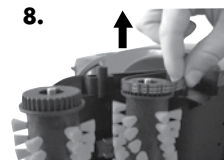
## WARNING:

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

## Small belt removal and 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: cord side down.**
5. Remove the clear end cap by unscrewing the 2 black screws. Take care not to drop the screws into the unit.
6. Remove 1 silver screw.
7. Remove pivot arm by gently lifting up.
8. Remove small brush belt.
9. Replace small brush belt, and reverse steps above.



# Maintenance and care

## Brush removal and large belt replacement

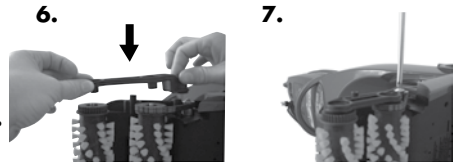
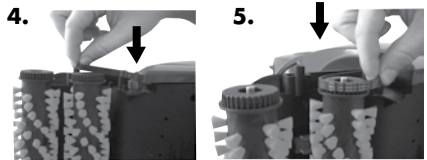
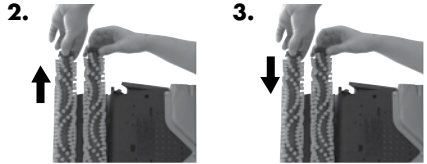
**Brushes can be removed for cleaning or replacement as needed.**

1. Follow small belt removal Instructions on page 18.
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.
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 (2) black screws.
8. Return front nozzle to front of unit, by latching from underneath and then securing with a screw.

If you have any questions or are having trouble installing or replacing your belt(s) or brushes, please call **BISSELL Consumer Services at 1-800-237-7691**.

### **WARNING:**

To reduce the risk of fire, electric shock or injury, unplug from the outlet before servicing.



# Troubleshooting

## Built-in heater ready light does not illuminate

### Possible causes

1. The heater switch is not turned ON ( I )
2. The power switch is not turned ON ( I )

### Remedies

1. Turn the heater switch ON ( I )
2. Both switches must be ON ( I ) to activate the heater ready light

## Reduce Spray or No Spray

### Possible causes

1. Water tank may be empty
2. Formula tank may be empty
3. Tank may not be seated completely
4. Pump may have lost prime.

### Remedies

1. Fill heavy duty bladder with hot tap water
2. Fill formula tank with BISSELL 2X Formula for cleaning
3. Turn power OFF ( O ). Remove and reseat tank
4. Turn power OFF ( O ) and then back ON ( I ). Wait one minute, then depress trigger

## DirtLifter® PowerBrush does not turn

### Possible causes

1. The belt is off or broken
2. The unit is in the upright position
3. Circuit breaker on machine may have tripped

### Remedies

1. Turn power OFF ( O ) and unplug unit from outlet. Follow instructions on page 19
2. Brushes only rotate when unit is reclined using the detent pedal
3. Turn the machine OFF ( O ) and unplug from outlet. Check to see if foreign object is caught in brush roll. Remove object. Plug machine in to reset circuit breaker

## Cleaner not picking up solution

### Possible causes

1. ReadyTools dial may be at wrong setting
2. Tank may not be seated properly
3. Tank may not be assembled properly
4. Solution or 2-in-1 water tank is empty
5. 2-in-1 water tank has picked up maximum dirty water and red float door has closed.
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

### Remedies

1. Set ReadyTools dial to either FLOOR CLEANING or TOOLS setting
2. Pick up both the 2-in-1 water tank and formula tank and reseat them so they fit snugly on the unit
3. Check to make sure the "lip" of the nozzle is securely hooked into the groove on bottom of Tank (see page 10)
4. Check fluid levels in heavy duty bladder and formula tank.
5. Empty 2-in-1 water tank. Refill heavy duty bladder with clean hot tap water and replace.
6. Turn the machine OFF ( O ), allowing red float door to release into the open position. Turn unit back ON ( I ) to continue cleaning. Be sure your forward and backward strokes are done at a slower pace.

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

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

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

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

# Replacement parts - BISSELL ProHeat 2X

Below please find a list of common replacement parts. While not all of these parts may have come with your specific machine, all are available to you for purchase, if desired.

Item	Part No.	Part Name
1	203-6611	Grey Tank Assembly (complete)
2	203-6660	Grey Tank Lid
3	203-6618	Grey Tank Bottom
4	203-6675	Cap and Insert for Water Tank
5	203-6676	Formula Tank (includes Cap & Insert for Formula Tank)
6	203-6677	Cap and Insert for Formula Tank
7	203-6678	Front Nozzle (includes gasket)
8	203-6679	Autoload Gasket (fits both Water and Formula Tank)
9	203-6845	Float Door
10	203-6680	Tank Filter (Lint Screen)
11	203-6682	Cord Wrap (Black)
12	203-6685	Clear End Cap w/Edge Brushes (2 pack, includes screws)
13	203-6686	Brush Roll – 6 row (includes 1 brush, axle, 2 swivel arms)
14	203-6688	Small Brush Belt (non-cord side)
15	203-6804	Large Brush Belt (cord side)
16	203-6689	Hose Secure Latch
17	203-6690	Hose Rack Assembly (Top/Bottom Hose Rack, Screws)
18	203-6994	CleanShot Cover

**\*Not all parts are included with every model.**



## Accessories - BISSELL ProHeat 2X

Item	Part No.	Part Name
1	203-6651	3" Tough Stain Tool
2	203-6652	Powered TurboBrush® Hand Tool
3	203-6653	4" Upholstery Tool
4	203-6654	6" Stair Tool
5	203-6655	Spraying Crevice Tool
6	203-5642	Bare Floor Tool with trial size bottle of Hard Floor Solutions formula
7	203-7412	Deep Reach™ Pet Tool
8	62E5-2	2X Fiber Cleansing Formula with Scotchgard™ Protection 60 oz.
9	99K5-2	2X Pet Stain and Odor Removal Formula with Scotchgard™ Protection 60 oz.
10	89Q5-2	2X Allergen Cleansing Formula 60 oz.
11	83P3-2	2X Natural Orange Formula 60 oz.
12	34B5-2	2X Lavendar Essence Formula 60 oz.
13	78H6-3	2X Professional Deep Cleaning Formula with Scotchgard™ Protection 48 oz.
14	26V2	2X Spring Breeze Formula 60oz.
15	56L9	2X Hard Floor Solutions Formula 16 oz.
16	4001	Tough Stain PreCleaner 22 oz.

\*Not all parts are included with every model.

1



2



3



4



5



6



7



8



9



10



11



12



13



14



15



16



# Warranty - BISSELL ProHeat 2X

This warranty gives you specific legal rights, and you may also have other rights which may vary from state to state. If you need additional instruction regarding this warranty or have questions regarding what it may cover, please contact BISSELL Consumer Services by E-mail, telephone, or regular mail as described below.

## Limited One Year Warranty

Subject to the \*EXCEPTIONS AND EXCLUSIONS identified below, upon receipt of the product BISSELL Homecare, Inc. will repair or replace (with new or remanufactured components or products), at BISSELL's option, free of charge from the date of purchase by the original purchaser, for one year any defective or malfunctioning part.

See information below on "If your BISSELL product should require service".

This warranty applies to product used for personal, and not commercial or rental service. This warranty does not apply to fans or routine maintenance components such as filters, belts, or brushes. Damage or malfunction caused by negligence, abuse, neglect, unauthorized repair, or any other use not in accordance with the user's guide is not covered.

## If your BISSELL product should require service:

Contact BISSELL Consumer Services to locate a BISSELL Authorized Service Center in your area.

If you need information about repairs or replacement parts, or if you have questions about your warranty, contact BISSELL Consumer Services.

### Website or E-mail:

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

### Or Call:

BISSELL Consumer Services

1-800-237-7691

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

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

### Or Write:

BISSELL Homecare, Inc.

PO Box 3606

Grand Rapids, MI 49501

ATTN: Consumer Services

BISSELL HOMECARE, INC. IS NOT LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY NATURE ASSOCIATED WITH THE USE OF THIS PRODUCT. BISSELL'S LIABILITY WILL NOT EXCEED THE PURCHASE PRICE OF THE PRODUCT.

**Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.**

**\*EXCEPTIONS AND EXCLUSIONS FROM THE TERMS OF THE LIMITED WARRANTY**  
THIS WARRANTY IS EXCLUSIVE AND IN LIEU OF ANY OTHER WARRANTIES EITHER ORAL OR WRITTEN. ANY IMPLIED WARRANTIES WHICH MAY ARISE BY OPERATION OF LAW, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE ONE YEAR DURATION FROM THE DATE OF PURCHASE AS DESCRIBED ABOVE.

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



## Don't forget to register your product!

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) now!**



## BISSELL consumer services

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

### **BISSELL Consumer Services**

**1-800-237-7691**

Monday - Friday 8 a.m. — 10 p.m. ET

Saturday 9 a.m. — 8 p.m. ET

Or write:

BISSELL Homecare, Inc.

PO Box 3606

Grand Rapids MI 49501

ATTN: Consumer Services

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

When contacting BISSELL, have model number of 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 23 for details.**



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