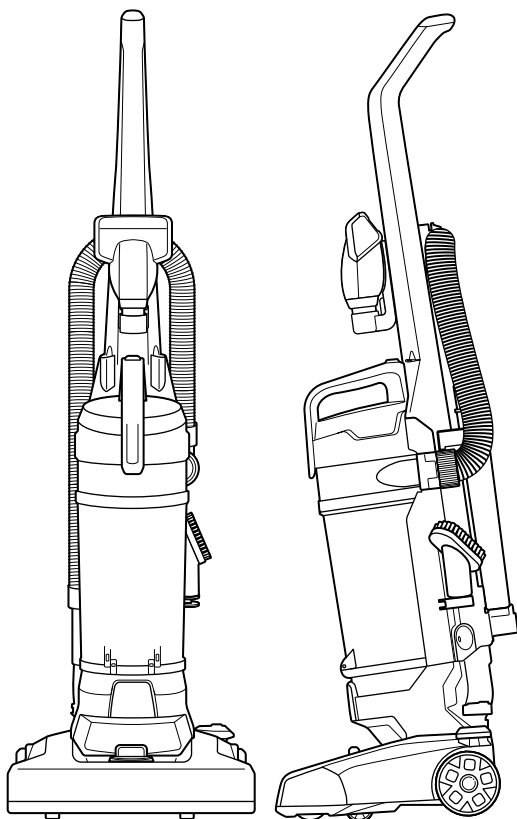


# POWERFORCE<sup>®</sup> HELIX Vacuum

---

USER GUIDE  
1700 & 1701 SERIES



(Model 1701 Shown)

# IMPORTANT SAFETY INSTRUCTIONS

## READ ALL INSTRUCTIONS BEFORE USING YOUR UPRIGHT VACUUM.

Always connect to a polarized outlet (one slot is wider than the other). Unplug from outlet when not in use and before conducting maintenance. When using an electrical appliance, basic precautions should be observed, including the following:

### **WARNING**

#### **TO REDUCE THE RISK OF FIRE, ELECTRIC SHOCK, OR INJURY:**

- » Do not leave vacuum cleaner when it is plugged in. Unplug from outlet when not in use and before servicing.
- » Do not use outdoors or on wet surfaces.
- » Do not allow to be used as a toy. Close attention is necessary when used by or near children.
- » Do not use for any purpose other than described in this User's Guide. Use only manufacturer's recommended attachments.
- » Do not use with damaged cord or plug. If appliance is not working as it should, has been dropped, damaged, left outdoors, or dropped into water, have it repaired at an authorized service center.
- » Do not pull or carry by cord, use cord as a handle, close a door on

cord, or pull cord around sharp edges or corners. Do not run appliance over cord. Keep cord away from heated surfaces.

- » Do not unplug by pulling on cord. To unplug, grasp the plug, not the cord.
- » Do not handle plug or vacuum cleaner with wet hands.
- » Do not put any object into openings. Do not use with any opening blocked; keep openings free of dust, lint, hair, and anything that may reduce air flow.
- » Keep hair, loose clothing, fingers, and all parts of body away from openings and moving parts.
- » Turn off all controls before plugging or unplugging vacuum cleaner.
- » Use extra care when cleaning on stairs.
- » Do not use to pick up flammable or combustible materials (lighter fluid, gasoline, kerosene, etc.)

or use in areas where they may be present.

- » Do not use vacuum cleaner in an enclosed space filled with vapors given off by oil base paint, paint thinner, some moth proofing substances, flammable dust, or other explosive or toxic vapors.
- » Do not use to pick up toxic material (chlorine bleach, ammonia, drain cleaner, etc.).
- » Do not pick up anything that is burning or smoking, such as cigarettes, matches, or hot ashes.
- » Do not use without filters in place.
- » Do not pick up hard or sharp objects such as glass, nails, screws, coins, etc.
- » Use only on dry, indoor surfaces.
- » Keep appliance on a level surface.
- » Do not carry the vacuum cleaner while it is running.
- » Unplug before connecting or disconnecting the TurboBrush® Tool.

## SAVE THESE INSTRUCTIONS

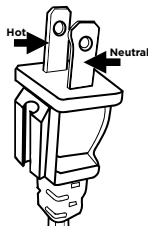
This model is for household use only.

### **WARNING**

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

## THIS APPLIANCE HAS A POLARIZED PLUG

To reduce the risk of electric shock, this appliance has a polarized plug (one blade is wider than the other). This plug will fit in a polarized outlet only one way. If the plug does not fit fully in the outlet, reverse the plug. If it still does not fit, contact a qualified electrician to install a proper outlet. Do not change the plug in any way.



## Thanks for buying a BISSELL vacuum!

We love to clean and we're excited to share one of our innovative products with you. We want to make sure your vacuum works as well in one year as it does today, so this guide has tips on using (page 6-7), maintaining (pages 7-9), and if there is a problem, troubleshooting (page 10).

## What's in the Box?



Dusting Brush



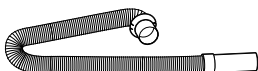
User Guide



Crevice Tool  
stored inside  
extension wand



Lower  
Cord Wrap



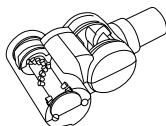
Hose



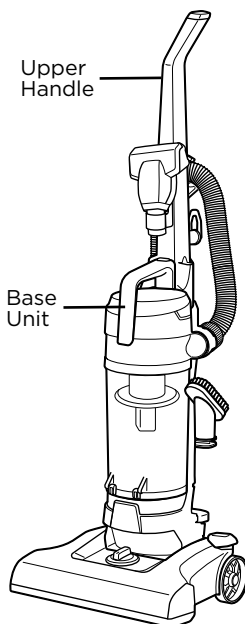
Extension  
Wand



2 Screws  
taped to handle



TurboBrush®  
Tool  
(Model 1701 Only)



Upper  
Handle

Base  
Unit

(Model 1701 Shown)

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

Safety Instructions.....2

Product View.....4

Assembly .....5

Operations .....6-7

Maintenance & Care .....7-9

Troubleshooting .....10

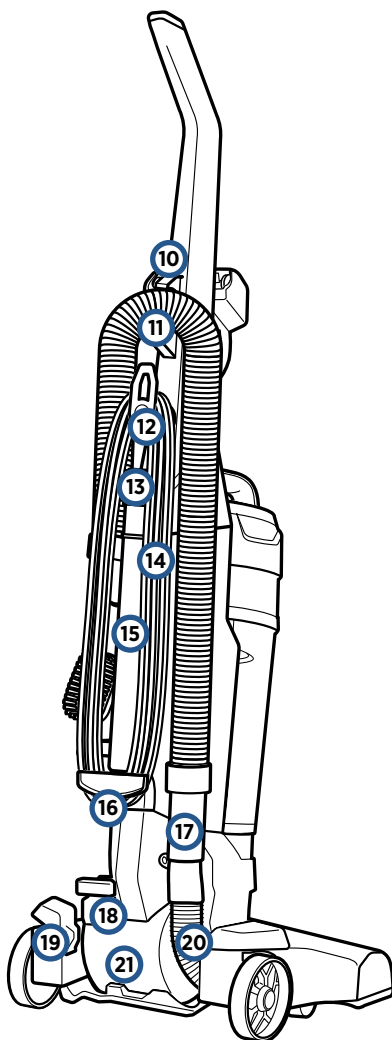
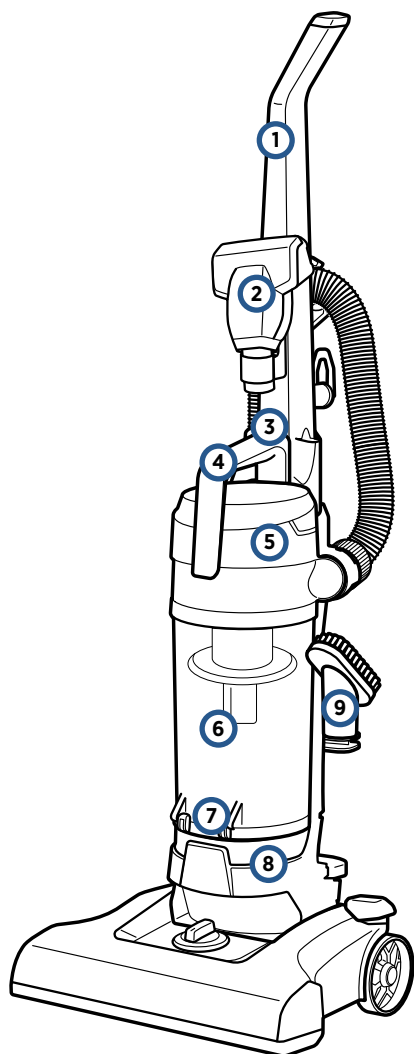
Warranty .....11

Service.....11

Contact Information ..... 12

Product Registration..... 12

# Product View (Model 1701 Shown)



- 1 Upper Handle
- 2 TurboBrush® Tool (1701 Series Only)
- 3 Tank Release Button
- 4 Carry Handle
- 5 Washable  
Pre-Motor Filter
- 6 Dirt Container
- 7 Dirt Container Empty Button
- 8 Washable Post-Motor Filter (1701 Series Only)
- 9 Dusting Brush
- 10 Cord Hook

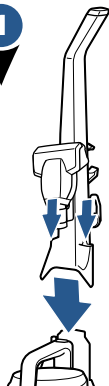
- 11 Hose Clip
- 12 Upper Quick Wrap Release™ Cord Wrap
- 13 Crevice Tool
- 14 Power Cord
- 15 Extension Wand
- 16 Lower Cord Wrap
- 17 Hose Wand
- 18 Power Switch Pedal
- 19 Handle Recline Pedal
- 20 Foot Hose
- 21 Product Rating Label & Serial Number

# Assembly

## **WARNING**

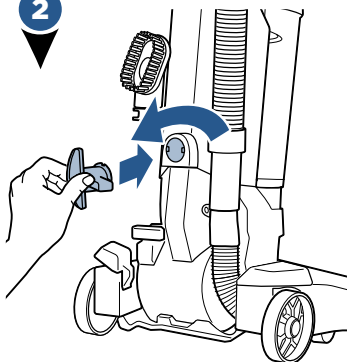
Do not plug in your vacuum until you are familiar with all instructions and operating procedures.

**1**



First, place the upper handle onto the base and push it down. Then attach the handle with the 2 screws that are taped to the handle in a plastic bag.

**2**



Next, insert the lower cord wrap and turn it to the left to lock it into place.

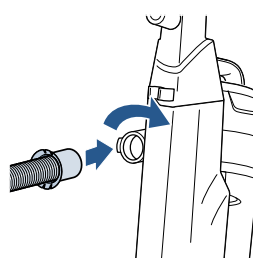
**3**



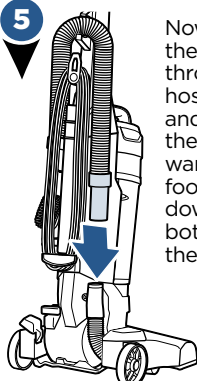
Then wrap the power cord around the cord release clips and clip the end of the plug to the power cord.

**4**

Next, insert the end of the hose into the back of the vacuum and twist to lock it into place.



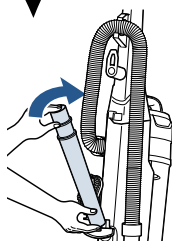
**5**



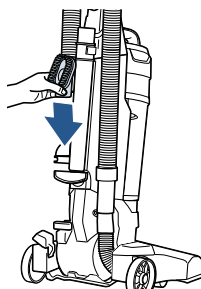
Now wrap the hose through the hose clip and connect the hose wand to the foot hose down at the bottom of the vacuum.

**6**

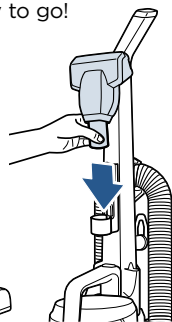
Put your accessory tools on the vacuum and you're ready to go!



Extension Wand  
(with Crevice Tool inside)



Dusting Brush

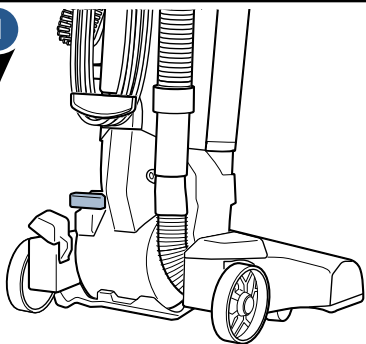


TurboBrush® Tool

**NOTE:** The crevice tool can be found inside the extension wand. You can remove it to use it and put it back to store it neatly out of your way when you're finished.

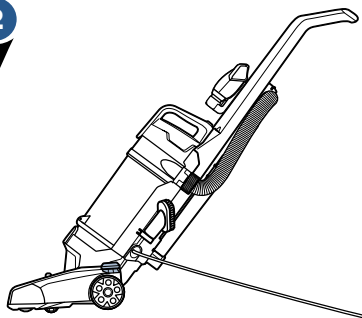
## Using Your Cleaner

1



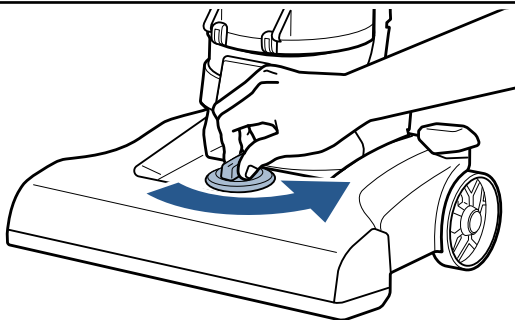
Press the red power switch with your foot to turn on your vacuum. Press it again to turn your vacuum off when you've finished cleaning.

2



Press the recline pedal to lean your vacuum back for cleaning. To get even lower, press the recline pedal a second time. When you're finished, lean it all the way back up to lock it into the upright position.

## Using the Height Adjustment



You can easily raise or lower your vacuum to adjust to different flooring types. Simply turn the knob towards the desired flooring type. If your vacuum becomes too difficult to push, just move to a higher setting.

**NOTE:** Some frieze and berber carpets have long delicate fibers or threads that may be damaged by rotating brush. Repeated strokes in the same area may enhance this condition.

### **⚠ WARNING**

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

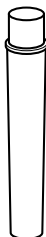
### **⚠ WARNING**

The rotating floor brush continues to rotate while tools are in use. To reduce the risk of injury from moving parts, always move the cleaner with the carry handle at the front of the unit. Always place the cleaner on the floor with the handle in the upright position when using tools. Never place your fingers under the cleaner when it is running. Never place the powerfoot on furniture or uneven surfaces. Do not place vacuum cleaner close enough to objects to pull them into rotating brush. To prevent carpet damage, do not lean on the vacuum or let the powerfoot tilt forward.

# Using the Specialized Tools



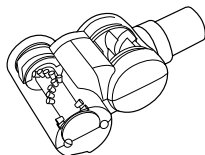
**Dusting Brush**



**Extension Wand**



**Crevice Tool**



**TurboBrush® Tool**

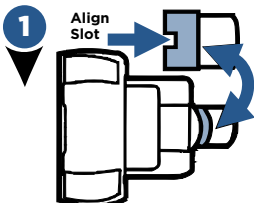
(Model 1701 Only)

Your new PowerForce Helix vacuum not only does a great job on your floors, it also comes with a complete set of accessory tools to make your above floor cleaning jobs easier. Just put your vacuum

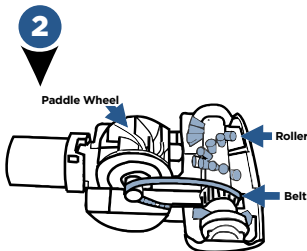
in the upright position, pick the accessory tool that best fits your needs and attach it to the end of your hose. You're ready to clean base boards, curtains, upholstery and much more.

## Maintaining the TurboBrush® Tool

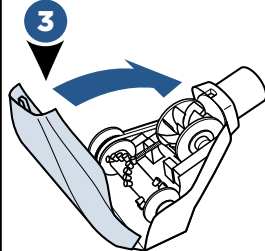
**NOTE:** TurboBrush only comes standard with 1701 series.



Twist gray collar counter-clockwise, until slot appears then separate faceplate. Carefully remove brush, replace belt and brush if needed.



If paddle wheel gets dislodged, align the two clips on each side and pop into place.

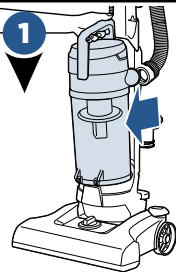


The faceplate will not close properly if all parts are not aligned correctly.

## Parts & Supplies

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

## Emptying the Dirt Container



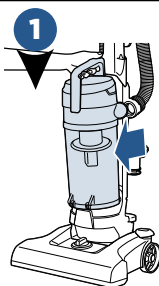
Press tank release button and pull handle to lift dirt container away from vacuum.



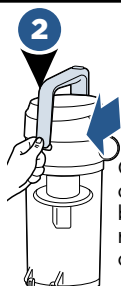
Holding dirt container over a trash bin, press release button on back to open tank bottom and dump the debris.

Snap bottom back into place when empty.

## Cleaning the Pre-Motor Filter



Press tank release button and pull handle to lift dirt container away from vacuum.

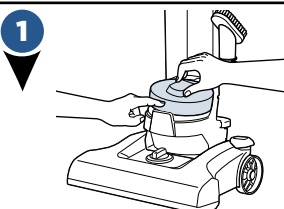


Open the dirt container lid by lifting the release latch on the front.

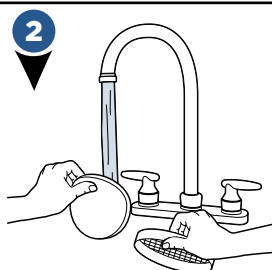


Remove the pre-motor filter by pulling it from the tank lid. Clean it with warm water. Once it's clean and dry, put it back into the dirt container lid.

## Cleaning the Post-Motor Filter (1701 Only)



With dirt container removed, press filter cover release button to access post-motor filter.



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

### **WARNING**

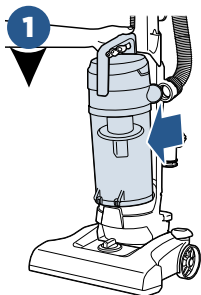
To reduce the risk of electrical shock, turn power switch off and disconnect polarized plug from electrical outlet before performing maintenance or troubleshooting checks.

### **WARNING**

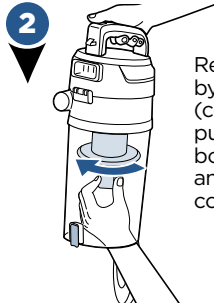
Do not operate the vacuum with damp or wet filters, without filters in place or with the dirt container missing. Allow components to dry before reassembling the Dirt Container.



# Cleaning the Separator

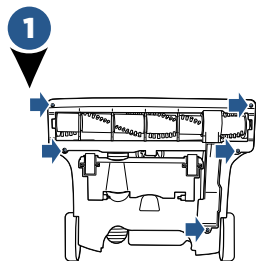


Press tank release button and pull handle to lift dirt container away from vacuum.

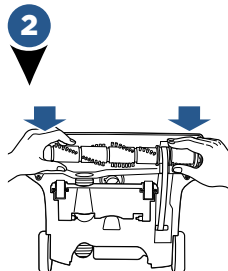


Remove the separator by twisting to the left (counterclockwise), then pull it out through the bottom of the tank. Rinse and dry all sections of dirt container with paper towel.

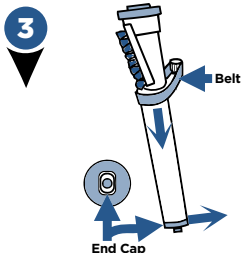
# Replace the Brush & Belt



Unplug vacuum, turn over and unscrew Philips head screws to remove bottom cover. Model 1700 has 5 screws and model 1701 has 6 screws.

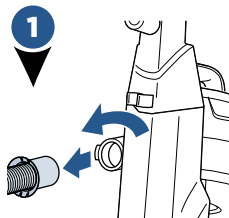


Lift roller straight out. If the belt is not broken, remove roller from inside of the looped belt.

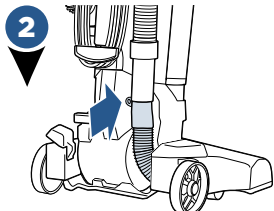


Replace brush roll and belt by looping the belt over motor shaft and brush roll. Line up the end caps and pull the brush forward into place, stretching the belt. Replace cover and screws.

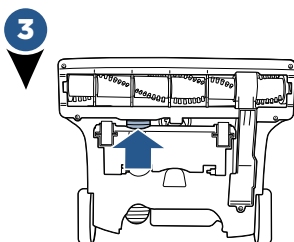
# Clearing a Clog



Remove the hose from the back of the vacuum by twisting it to the left. Remove any debris that may have gotten clogged.



Check the foot hose on the back of your vacuum down towards the bottom. If necessary, remove the screw from the foot hose and check for clogs.



Check the air passageway on the bottom of your vacuum. Remove the bottom cover and the brush. Remove any debris.

# Troubleshooting

## WARNING

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

| Problem                                  | Possible causes                        | Remedies                                                                                                                               |
|------------------------------------------|----------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------|
| <b>Vacuum cleaner won't run</b>          | Power cord not plugged in              | Check electrical plug                                                                                                                  |
|                                          | Blown fuse/tripped breaker             | Check/replace fuse or reset breaker                                                                                                    |
| <b>Vacuum cleaner won't pick up dirt</b> | Dirt container is full                 | Empty dirt container                                                                                                                   |
|                                          | Filter dirty                           | Check, remove debris or clean                                                                                                          |
|                                          | Hose not secure                        | Check to be sure hose is snapped into place at both ends                                                                               |
|                                          | Dirt container not in place            | Remove dirt container and secure into place, making sure you hear a click                                                              |
|                                          | Vacuum path clogged                    | Visually check air passageway, hose inlet, and hose for anything that might be obstructing the vacuum path. Carefully remove blockage. |
|                                          | Rotating power brush drive belt broken | Replace drive belt                                                                                                                     |
|                                          | Drive belt stretched                   | Check drive belt area and remove obstructions. Replace drive belt if necessary                                                         |
|                                          | Floor brush bristles worn              | Replace floor brush                                                                                                                    |
|                                          | Floor brush jammed                     | Remove floor brush and clean debris from brush and ends. Check drive belt for any damage                                               |

# Warranty

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

## Limited Two-Year Warranty

Subject to the \*EXCEPTIONS AND EXCLUSIONS identified below, upon receipt of the product BISSELL will repair or replace (with new or remanufactured components or products), at BISSELL's option, free of charge from the date of purchase by the original purchaser, for 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's Guide is not covered.

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

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

## \*EXCEPTIONS AND EXCLUSIONS FROM THE TERMS OF THE LIMITED WARRANTY

THIS WARRANTY IS EXCLUSIVE AND IN LIEU OF ANY OTHER WARRANTIES EITHER ORAL OR WRITTEN. ANY IMPLIED WARRANTIES WHICH MAY ARISE BY OPERATION OF LAW, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE 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

## 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](http://www.BISSELL.com)

### 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

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

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

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

# Register your product today!

Registering is quick, easy and offers you benefits over the lifetime of your product.

## You'll receive:

### **BISSELL Rewards Points**

Automatically earn points for discounts and free shipping on future purchases.

### **Faster Service**

Supplying your information now saves you time should you need to contact us with questions regarding your product.

### **Product Support Reminders and Alerts**

We'll contact you with any important product maintenance reminders and alerts.

### **Special Promotions**

Optional: Register your email to receive notice of offers, contests, cleaning tips and more!

**Visit [www.BISSELL.com/registration](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 on page 11 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.**

*We can't wait to hear from you!*

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

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



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