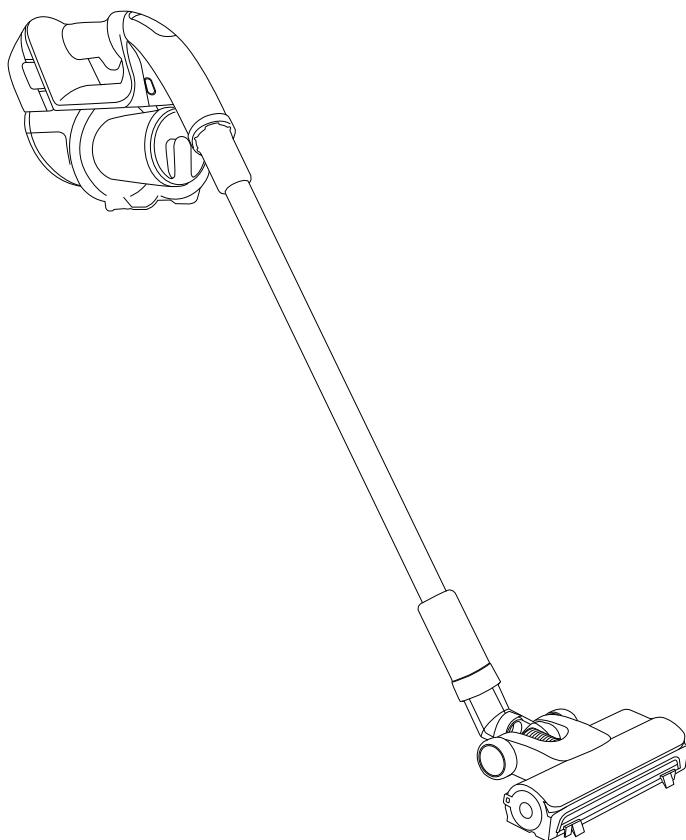


# MULTI REACH Stick Vacuum

---

USER GUIDE  
2151 SERIES



# IMPORTANT SAFETY INSTRUCTIONS



**IMPORTANT: READ ALL INSTRUCTIONS BEFORE USE.  
RETAIN INSTRUCTIONS FOR FUTURE REFERENCE.**



Do not use in rain or leave outdoors while raining.



**WARNING:** Basic safety precautions should always be observed when using an electrical appliance, including the following to reduce the risk of fire, electrical shock, or injury:

## **Personal Safety:**

- Store indoors in a dry place out of the reach of children.
- Always use responsibly. This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or 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.
- Don't let children play with the appliance; supervise children using or maintaining the appliance.
- Use only manufacturer's recommended attachments as described in this manual; misuse or use of any accessory or attachment other than those recommended, may present a risk of personal injury.
- Take extra care when cleaning stairs.
- Keep the appliance and accessories away from hot surfaces.
- Do not block the appliances openings or hinder air flow; keep openings free of any objects including dust, lint, clothing, fingers (and all parts of the body).
- Particularly keep hair, hands and feet away from the brush bar and other moving parts.
- Do not store appliance leaning up against the wall.

## **Electrical safety:**

- Only use batteries and chargers supplied by BISSELL.
- Never modify the charger in any way.
- The charger has been designed for a specific voltage. Always check that the mains voltage is the same as that stated on the rating plate.

A charger that is suitable for one type of battery pack may create a risk of fire when used with another battery pack; never use the charger with another appliance or attempt to charge this product with another charger.
- Before use, check the charger cord for signs of damage or ageing.

A damaged or entangled charger cord increases the risk of fire and electric shock.
- Do not abuse the charger cord.
- Never carry the charger by the cord.
- Do not pull the cord to disconnect from a socket; grasp the plug and pull to disconnect.
- Don't wrap the cord around the charger when storing.
- Keep the charger cord away from hot surfaces and sharp edges.
- The supply cord cannot be replaced. If the cord is damaged the charger should be discarded and replaced.
- Do not handle the charger or the appliance with wet hands.
- Do not store or charge the appliance outdoors.

- The charger must be removed from the socket before removing the battery, cleaning or maintaining the appliance.
- Ensure the appliance is off before connecting or disconnecting the motorised brush bar.

### **Battery safety:**

- This appliance includes Li-Ion batteries; **do not incinerate batteries or expose to high temperatures**, as they may explode.
- Liquid ejected from the battery may cause irritation or burns.
- In an emergency situation contact professional help immediately!
- Leaks from the battery cells can occur under extreme conditions. Do not touch any liquid that leaks from the battery. If the liquid gets on the skin wash immediately with soap and water. If the liquid gets into the eyes, flush them immediately with clean water for a minimum of 10 minutes and seek medical attention. Wear gloves to handle the battery and dispose of immediately in accordance with local regulations.
- Shorting the battery terminals may cause burns or fire.
- When the battery pack is not in use, keep it away from paper clips, coins, keys, nails, screws or other small metal objects that could make a connection from one terminal to another.
- When you dispose of the appliance remove the battery and dispose of the battery safely in accordance with local regulations.

### **Service:**

- Before using the appliance and after any impact, check for signs of wear or damage and repair as necessary.
- Do not use the appliance if any part is damaged or defective.
- Repairs should be carried out by a service agent or a suitably qualified person in accordance with relevant safety regulations. Repairs by unqualified persons could be dangerous.

- Never modify the appliance in any way as this may increase the risk of personal injury.
- Only use replacement parts or accessories provided or recommended by BISSELL.

### **Intended use:**

- This appliance has been designed for domestic dry vacuum cleaning only.
- Do not pick up liquids or use on wet surfaces.
- Do not pick up anything that is flammable, burning or smoking.
- Use only as described in this manual.
- Don't use on concrete, tarmacadam or other rough surfaces.
- The brush bar may damage certain floor surfaces. Before vacuuming flooring, rugs or carpets, check the flooring manufacturer's recommended cleaning instructions. If damage occurs, stop use immediately.
- May damage delicate fabrics or upholstery. Care should be taken on loose-weave fabrics or where there are loose threads. If in doubt please test on an inconspicuous area first. If damage occurs, stop use immediately.

### **WARNING:**

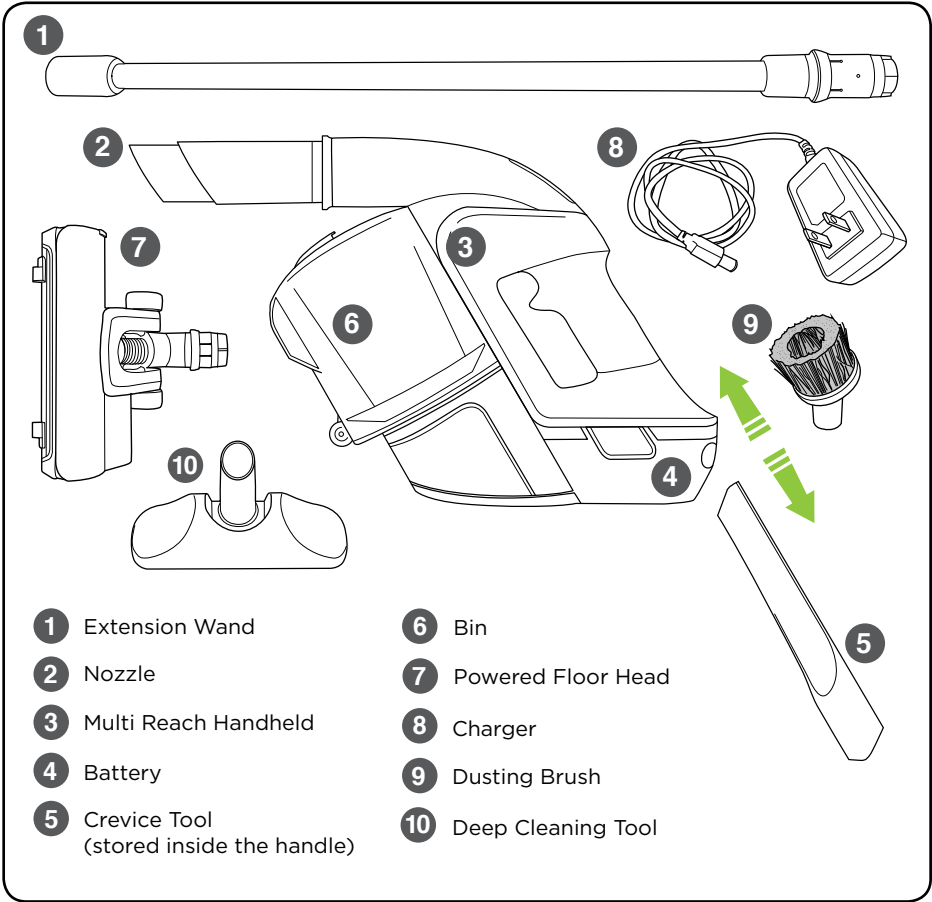
- **Do not use water, solvents, or polishes to clean the outside of the appliance; wipe clean with a dry cloth.**
- **Never immerse the unit in water and do not clean in a dish washer.**
- **Never use the appliance without the filter fitted.**

# Thanks for buying a BISSELL vacuum!

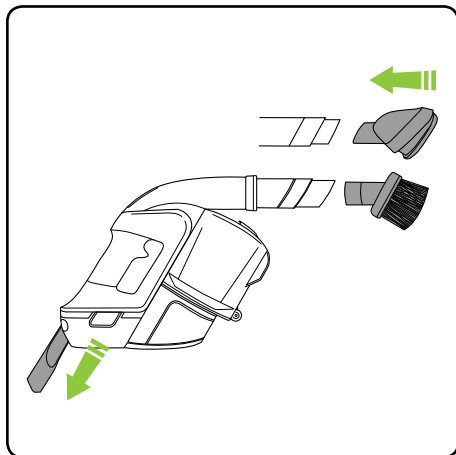
We love to clean and we're excited to share one of our innovative products with you. We want to make sure your Multi Reach works as well as it does today for years to come, so this guide has tips on using (pages 5-7), maintaining (pages 8-9), and if there is a problem, troubleshooting (page 10).

In just a few simple assembly steps, you'll be ready to vacuum. Let's get started!

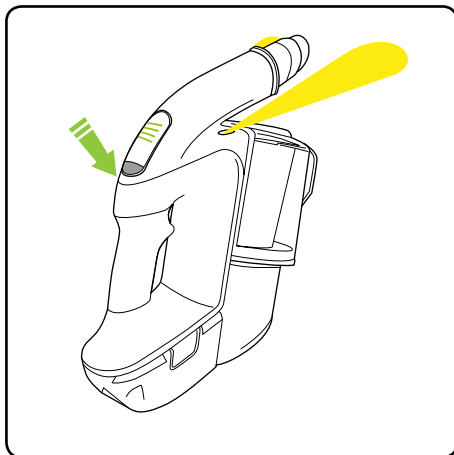
## What's in the Box



## Operation

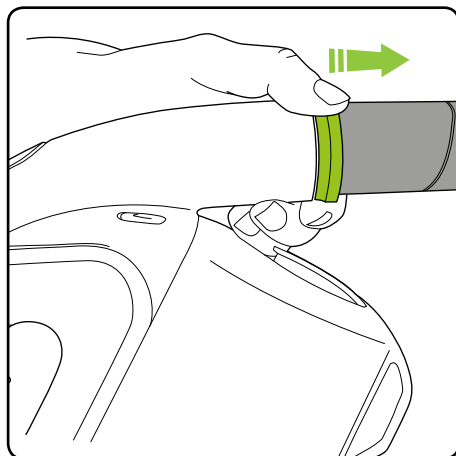


You can use the Multi Reach straight out of the box. The dusting brush can be slotted onto the nozzle. The crevice tool is stored inside the handle.

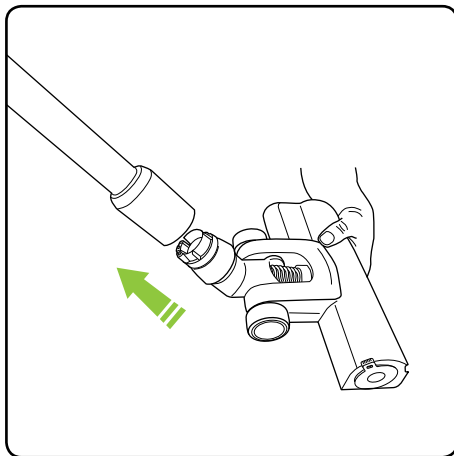


Push the button to switch the Multi Reach ON. Push again to switch OFF.

## Power floor head assembly



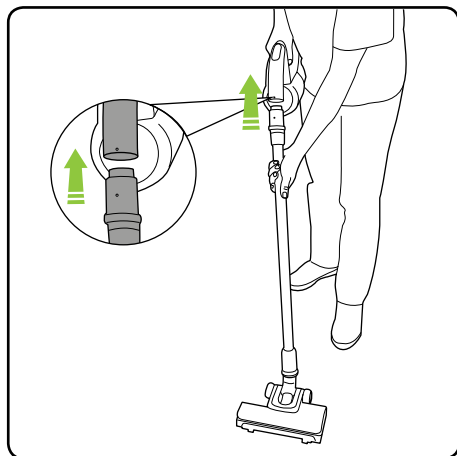
To attach the powered floor head, remove the nozzle by pulling gently on the green locking ring until the nozzle comes free from the body. The power must be OFF while changing tools.



Take the powered floor head and attach it to the extension wand. It will click into place.

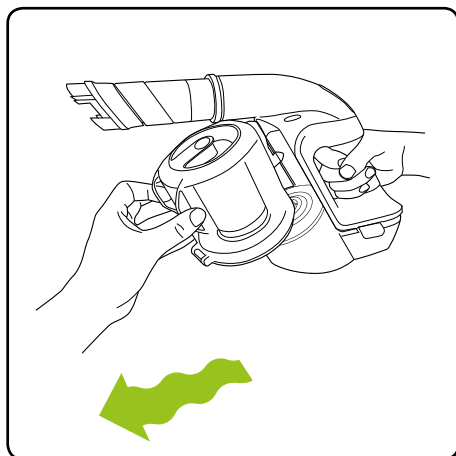
**Continue steps on next page**

## Power floor head assembly (continued)

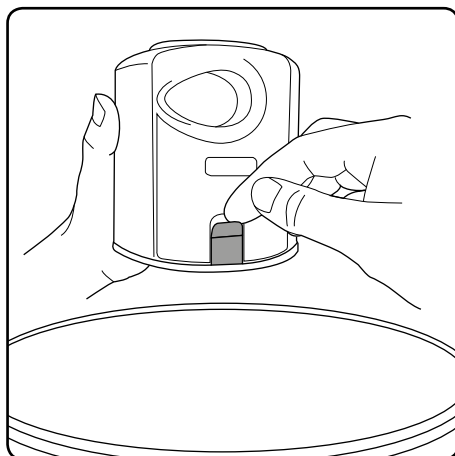


Attach the extension wand to the Multi Reach by aligning white dots and clicking into place.

## Emptying the dirt bin



To remove the dirt bin, firmly grasp the dirt bin and pull out.

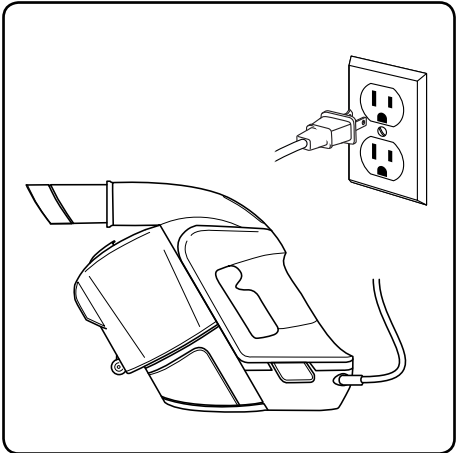


Locate the release latch and pull to open the dirt bin and empty. You may also remove the filter from the dirt bin. Gently tap the filter to help remove excess dust and debris. Ensure all debris is removed from the seal and latch before closing the lid.

Battery charging



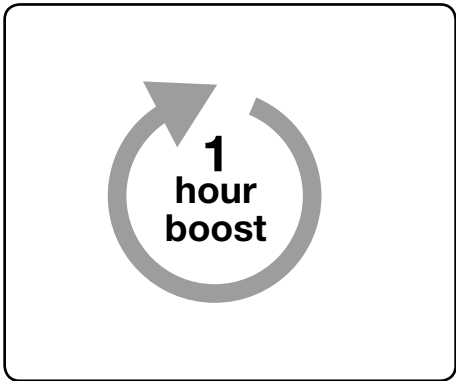
Recharge the battery when a single green light flashes. 1-4 slow blinking green lights indicates it is charging.



Plug the charger in and connect it to the battery.



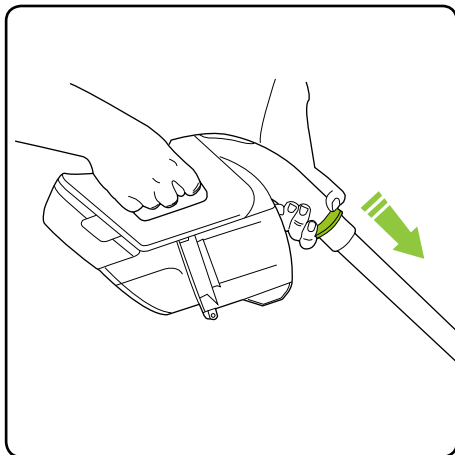
After 4 hours the LEDs turn green and charging is complete.



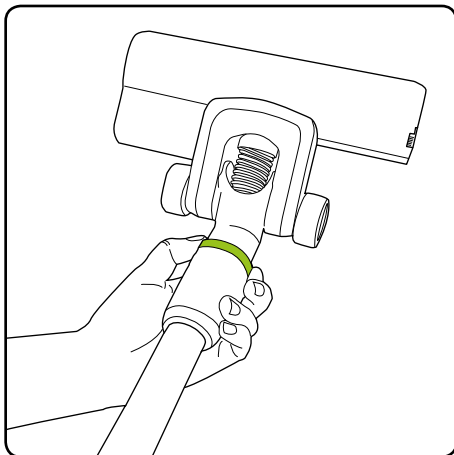
It is OK to charge for 1 hour for a burst of cleaning.

| BATTERY LIGHT STATUS |                                                                                                                                                                                               |
|----------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Charging             | 1-4 slow blinking green lights indicate the battery is charging.                                                                                                                              |
| Running              | While running, 1-4 green lights indicate you have 25% (1 light) to 100% (4 lights) battery left.                                                                                              |
| Jammed Brushroll     | 4 solid red lights mean the brushroll has jammed. Remove the battery, remove the brushroll, clean it and replace. Once the battery is replaced it may take 10 sec. to turn from red to green. |

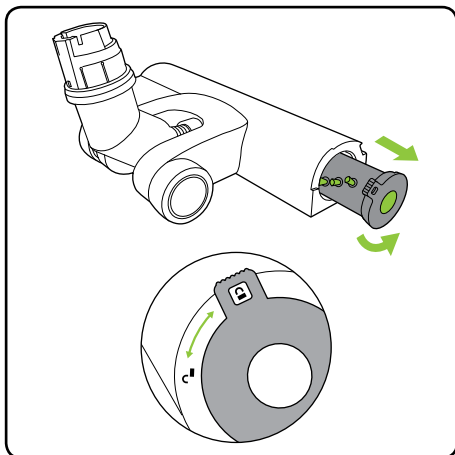
## Removing and cleaning the brush bar



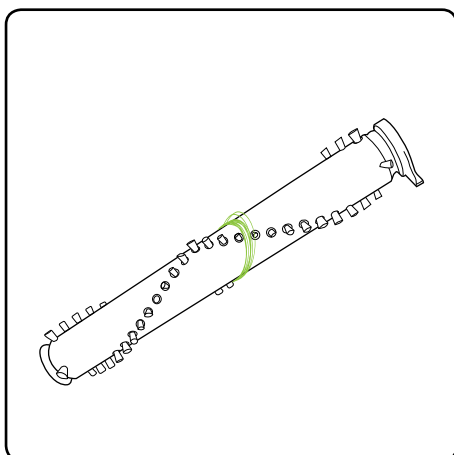
Remove the extension wand from the Multi Reach by pulling gently on the green locking ring.



Before you remove the brush bar, you will need to remove the power floor head from the extension floor tube. To do this, gently pull on the green locking ring.

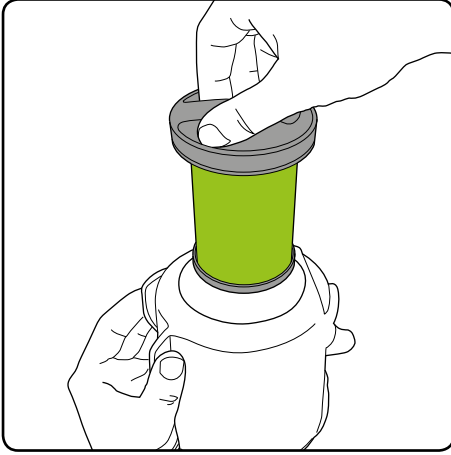


Rotate the latch on the side of the powered floor head and pull out the brush bar.

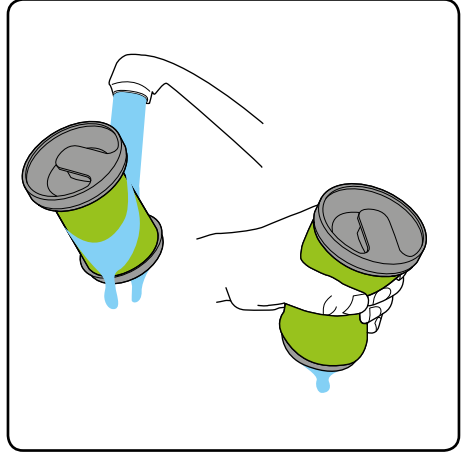


Clean the brush bar as needed. **Never operate the powered floor head without the brush roll installed.**

## Cleaning the filter

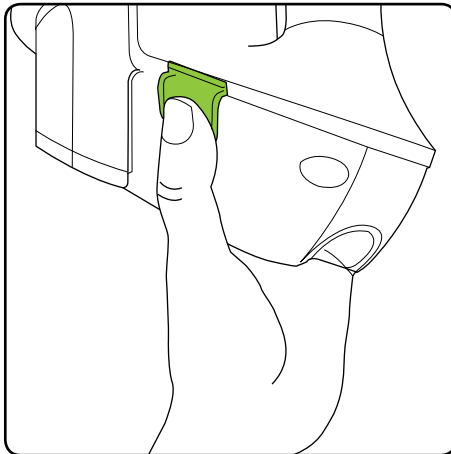


Remove the filter by pulling it from the top of the bin. Tap the dirt from the filter and tip any dirt from the filter housing. Wash the filter if necessary.



You may gently wash the filter under warm water. Do not use detergents or soaps. The filter must be completely dry before using it. **Never put the bin back without the filter inside. You could damage the motor.**

## Removing the battery



Press the green buttons and pull to remove the battery. The battery can be charged on or off the main unit.

# Product Care

Your BISSELL Multi Reach doesn't need much maintenance: keep the filter clean, check for blockages, remove hair from the brushbar and charge the battery. Wipe it with a dry cloth if it gets dirty, including the area under the bin. Never wash it with liquid, run it under a tap or use it without the filter.

## Trouble Shooting

**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>Multi Reach won't turn on</b>                      | Battery isn't fully charged                                 | Charge battery following instructions on page 7                                                                                |
|                                                       | Wrong charger being used                                    | Be sure to use only the charger supplied with your product                                                                     |
| <b>Multi Reach is not cleaning well</b>               | Dirt bin is full                                            | Empty dirt bin                                                                                                                 |
|                                                       | Dirt bin is not installed properly                          | Position bin correctly and snap firmly into place                                                                              |
|                                                       | Filters need cleaning                                       | Follow filter cleaning instructions on page 9                                                                                  |
|                                                       | Filters need replacing                                      | Visit <a href="http://www.bissell.com">www.bissell.com</a> or call 1-800-237-7691 to order replacement filters                 |
|                                                       | Clog or obstruction in Multi Reach handheld                 | Remove the battery and bin from the body and look through both ends of the nozzle and tube to dirt bin to remove any blockages |
|                                                       | Clog or obstruction in powered floor head                   | Remove the brush bar to clean and remove any blockages, see page 8                                                             |
|                                                       | Clog or obstruction in extension floor tube or crevice tool | Look through both ends of the tube to remove any blockages                                                                     |
| <b>Battery Status Lights are Indicating a problem</b> | 1 red flashing battery light                                | Battery may have developed a fault and may need to be replaced                                                                 |
|                                                       | 4 depleting red flashing lights                             | Battery may have developed a fault and may need to be replaced                                                                 |
|                                                       | NO lights illuminate after fully charging                   | Battery may have developed a fault and may need to be replaced                                                                 |
|                                                       | 4 solid red lights                                          | The brushroll has jammed, see instructions on page 8                                                                           |

## 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 YEARS 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)**



©2017 BISSELL Homecare, Inc.  
Grand Rapids, Michigan  
All rights reserved. Printed in China  
Part Number 161-1667 03/17  
Visit our website at: [www.BISSELL.com](http://www.BISSELL.com)