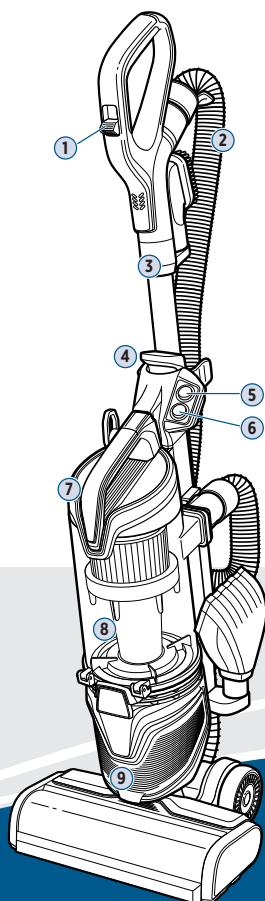




SURFACESENSE® PET UPRIGHT VACUUM 2817 SERIES

What's in the Box?	2
Assembly	3
Using Your Vacuum	4
Emptying the Dirt Tank	4
Cleaning the Inner Cyclone Separator	5
Maintaining the Pet TurboEraser® Tool	5
Cleaning and Replacing the Filters	6
Replacing the Brush & Belt	7
Protecting the Vacuum's Motor	7
Troubleshooting	8
Warranty	8



Product Overview

- | | |
|------------------------------------|-------------------------------|
| 1. Suction Control Switch | 6. Brush Roll Auto/Off Switch |
| 2. Hose | 7. Pre-Motor Filter |
| 3. Quick Release
Extension Wand | 8. Dirt Tank |
| 4. Dirt Tank Release
Button | 9. Post-Motor Filter |
| 5. Power Switch | |



Meet your new BISSELL product!

Go to **support.BISSELL.com** for a comprehensive walkthrough of your new purchase, including videos, tips, support, and more. Want to get started right away? This guide has all the information you need to set up your new product. Let's take a look...

IMPORTANT SAFETY INSTRUCTIONS



READ ALL INSTRUCTIONS BEFORE USING YOUR APPLIANCE.

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



WARNING

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

- Always connect to a polarized outlet (one slot is wider than the other). Unplug from outlet when not in use and before conducting maintenance.
- Do not modify the polarized plug to fit a non-polarized outlet or extension cord.
- 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 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 all controls OFF 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-based 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.
- Keep appliance on a level surface.
- If the appliance has a handheld accessory like pet brush, motor driven head, etc. the user shall avoid entrapment.
- Do not carry the vacuum cleaner while it is running.
- Unplug before connecting or disconnecting the TurboEraser® Tool.
- Plastic film can be dangerous. To avoid danger of suffocation, keep away from children.

LED LIGHTED CREVICE TOOL WARNING

Chemical burn hazard. Keep batteries away from children. See manual. This product contains a lithium button/coin cell battery. If a new or used lithium button/coin cell battery is swallowed or enters the body, it can cause severe internal burns and can lead to death in as little as 2 hours. Always completely secure the battery compartment. If the battery compartment does not close securely, stop using the product, remove the batteries, and keep it away from children. If you think batteries might have been swallowed or placed inside any part of the body, seek immediate medical attention. The cells shall be disposed of properly, including keeping them away from children. Dispose of used button batteries immediately and safely out of the reach of children. A battery can still be dangerous even when it can no longer operate the device.

SAVE THESE INSTRUCTIONS

THIS MODEL IS FOR HOUSEHOLD USE ONLY.

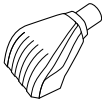
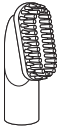
COMMERCIAL USE OF THIS UNIT voids THE MANUFACTURER'S WARRANTY.

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.

What's in the Box?

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.

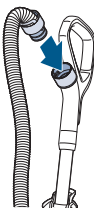
					
Vacuum Base	Upper Handle & Extension Wand	Stretch Hose	LED Lighted Crevice Tool	Pet TurboEraser® Tool	2-in-1 Pet Dusting Brush

Assembly

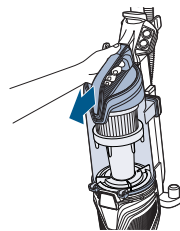
▶ Go to support.BISSELL.com for assembly videos.



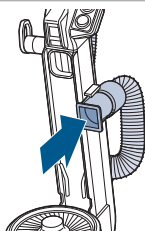
1. Slide end of wand into top of base. It will click when inserted correctly.



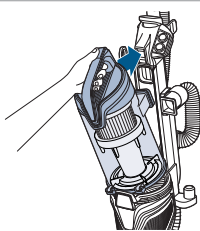
2. Attach stretch hose by lining the tabs on the circular cuff with the notches on the back of the handle. Twist clockwise to lock hose into place.



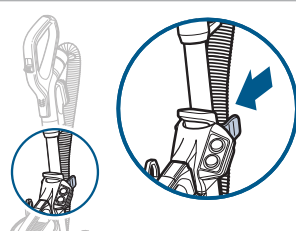
3. Press the dirt tank release button and pull tank away from the vacuum to remove.



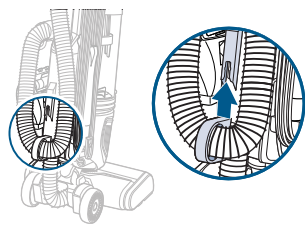
4. Attach end of hose to vacuum by sliding square cuff into the bracket below the power switch.



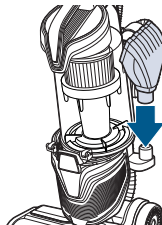
5. Place the dirt tank on the vacuum by securing the bottom in place first, then push back until you hear a click.



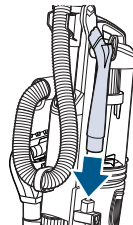
6. Attach hose to hose cuff by clicking it into place.



7. Attach lower hose clip by clicking it into place.

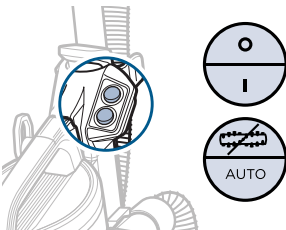
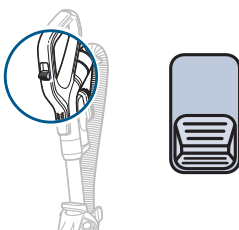


8. Attach tools to tool holders on vacuum.

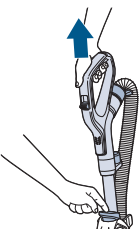
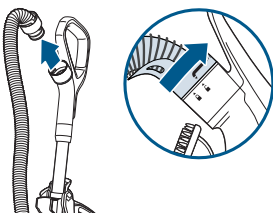
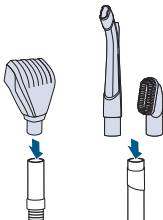


Using Your Vacuum

For additional ways to use your vacuum's features, check out support.BISSELL.com.

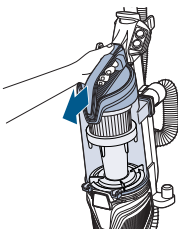
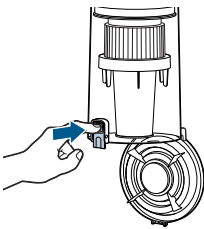
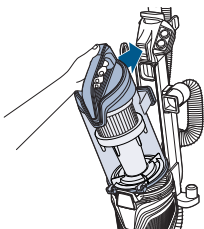
		
1. Power ON (I). Brush roll switch is on AUTO to sense floor type. Press (OFF) to turn brush roll OFF.	2. Step gently on base and pull the handle back to recline. Note: The brush roll shuts OFF when vacuum is locked in upright position.	3. Use suction control slider to change settings between plush carpet and low carpet/bare floor for easy multi-surface cleaning.

Above Floor Cleaning

		
1. Press the release button to remove Quick Release Extension Wand.	2. The hose can be removed from the extension wand. Twist hose cuff counter-clockwise and remove from handle.	3. Attach desired tool. Note: For optimal use, attach the Pet TurboEraser® Tool to the hose instead of wand. Reinstall wand by sliding until it clicks into place. Reattach hose to handle if needed.

Emptying the Dirt Tank

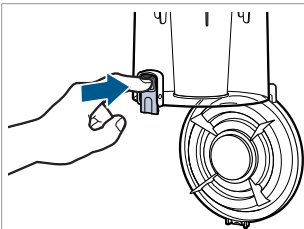
For additional maintenance steps, visit support.BISSELL.com.

		
1. Press the dirt tank release button and pull the tank away.	2. Hold the tank over a trash bin and press the empty button.	3. Reinstall tank by inserting bottom first and pushing top back until it clicks into place.

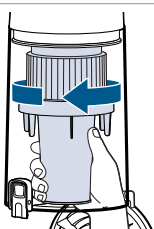
⚠ WARNING Do not plug in your vacuum until you are familiar with all instructions and operating procedures.

Cleaning the Inner Cyclone Separator

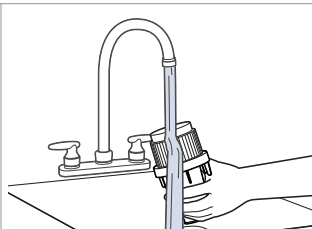
▶ We have additional maintenance videos for your machine on support.BISSELL.com.



1. Hold the dirt tank over a trash container. Press the bottom release button to empty.



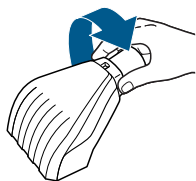
2. Twist separator counter-clockwise and pull down to remove.



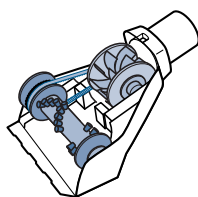
3. Tap separator against inside of trash container and rinse under warm water, if necessary. Let dry completely before reinstalling.

Maintaining the Pet TurboEraser® Tool

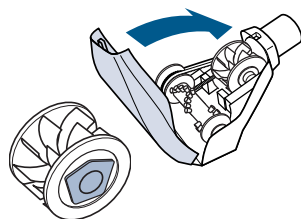
▶ For additional maintenance steps, visit support.BISSELL.com.



1. Twist gray collar counter-clockwise, until slot appears, then separate faceplate.



2. Remove brush roll, belt and paddle wheel. Inspect for damages and replace if necessary.



3. To reassemble, align two clips on each end of paddle wheel with belt on and pop into place. Place brush roll with belt back in. Put faceplate back on by aligning tabs in top of cover and click into place.

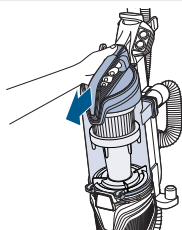
⚠ WARNING To reduce the risk of electrical shock:

- Turn power switch OFF and disconnect polarized plug from electrical outlet before performing maintenance or troubleshooting checks.
- Before using your vacuum, make sure that the dirt tank is in locked position and that all filters, both pre- and post-filters, are in place. DO NOT operate your vacuum without these filters.

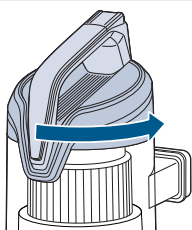
Cleaning and Replacing the Filters

Visit **BISSELL.com** to find replacement filters.

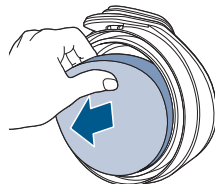
Pre-Motor Filter



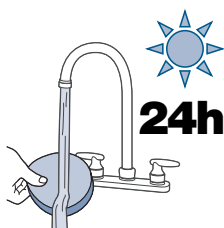
1. Press dirt tank release button and pull away from vacuum.



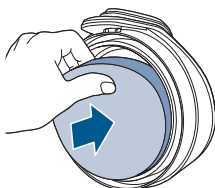
2. Twist tank cover to unlock position then pull up on handle.



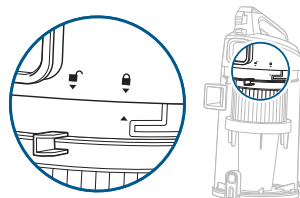
3. Remove pre-motor filter from top of dirt tank lid by pulling out.



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

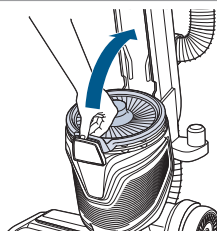


5. Return pre-motor filters to top of dirt tank. Place thick foam filter in last.

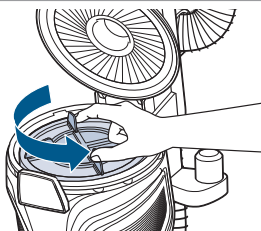


6. Put tank cover back on and twist to lock.

Post-Motor Filter



1. Pull tab up to access post-motor filter.



2. Twist filter counter-clockwise to unlock and remove from vacuum.

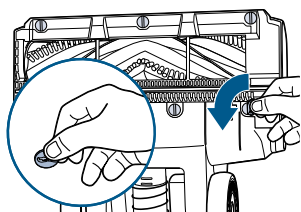


3. Remove from vacuum.

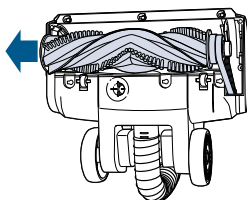
Note: When reassembling, be sure to lock the filter back into place. The pleated filter may NOT be washed. If dust/debris accumulates, gently tap the filter on the inside of a trash container.

Replacing the Brush & Belt

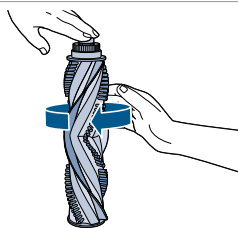
➤ Visit **BISSELL.com** to find replacement parts.



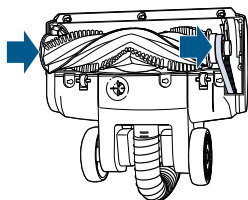
1. Unplug and turn vacuum over. Use coin to turn 6 slats to remove bottom cover.



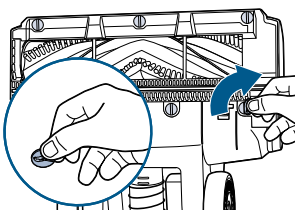
2. Pull brush roll straight out and slide belt off motor gear.



3. Inspect brush roll by placing it on its end and spinning. The brush roll should spin freely, multiple times by one flick. If it doesn't, replace brush roll. Inspect belt for damages and replace if necessary.



4. Place belt back on brush roll. Hook belt back around the motor gear.



5. Reattach bottom cover by turning 6 slats to tighten.

Protecting the Vacuum's Motor

➤ For more assistance with your vacuum's motor protection, visit **support.BISSELL.com**.

There is an internal thermal protector in your vacuum that protects it from overheating. It controls the main vacuum motor only, not the brush motor. When it activates, the main motor will stop. The front lights and brush roll will stay on but there won't be any suction. If this happens, follow these steps:

1. Turn vacuum OFF and unplug from electrical outlet.
2. Check for the source of overheating problem (full dirt tank, dirty filters or a clog) and fix by following the steps in the "Vacuum won't pick up dirt" troubleshooting section.
3. When the motor cools for approximately 30 minutes, the thermal protector automatically resets and cleaning may continue. If the vacuum will not turn ON or the thermal protector continues to activate contact Consumer Care.

Note: Any other maintenance or servicing not included in this manual should be performed by an authorized service representative.

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.
- Do not operate vacuum with damp or wet filters. Allow components to dry before reassembling the dirt tank.

Troubleshooting

Below are some of the issues you may run into. If you don't see the issue you're experiencing below, visit support.BISSELL.com.

Problem	Possible Cause	Remedies
Vacuum is hard to push or pull.	Suction needs adjustment.	Adjust using suction control switch on handle. See page 4.
Vacuum won't pick up dirt.	There is a clog in vacuum.	Remove main hose, run broomstick through to clear.
		Remove bottom brush cover and clear debris from brush, belt and foot area.
		Remove lower hose and run broomstick through to clear any clogs.
	Filters are dirty.	Remove and rinse pre-motor filters. Allow enough time for them to dry properly before reinserting. Remove and dust off post-motor filter. See page 6.
Brush roll doesn't rotate.	Incorrect suction control settings.	Adjust using suction control feature.
	Brush roll switch is off.	Make sure brush roll switch is set to AUTO.
	Vacuum is locked in upright position.	Recline vacuum and turn brush roll switch to AUTO.
Brush roll doesn't rotate and LED headlights flash.	Brush roll has lodged debris or other entanglements, keeping brush from rotating.	Remove bottom brush cover and clear debris from brush, belt and foot area. To reset brush motor, machine should be unplugged before turning ON.
	Prolonged usage on super plush carpet may have overloaded the brush motor.	Turn OFF and unplug the vacuum for 1 hour.
Loud noise.	Suction relief valve was activated.	Clear any clogs from upper and lower hose and brush area. Also clean all filters.

Warranty

↗ Limited 5-year warranty, may vary by state. Visit support.BISSELL.com or call 1-800-237-7691 for complete warranty information.

⚠ 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.

♥ Every Purchase Saves Pets™

BISSELL proudly supports BISSELL Pet Foundation® and its mission to help save homeless pets. When you buy a BISSELL® product, you help save pets, too. We're proud to design products that help make pet messes, odors and pet homelessness disappear.

Visit BISSELLsavespets.com to learn more.



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