



CROSSWAVE® CORDLESS (MAX, PREMIER) ALL-IN-ONE MULTI-SURFACE CLEANER

2554, 2597 SERIES

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What's In The Box?

Standard accessories may vary by model.



Handle
& Body



Brush
Roll(s)



Trial
Formula(s)



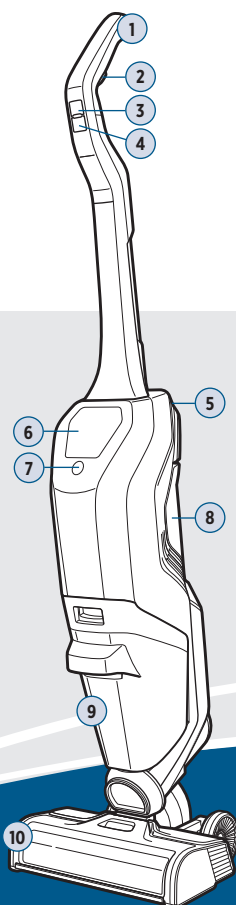
Brush Roll
Drying Tray



Docking
Station

Product Overview

- | | |
|--------------------|---------------------------|
| 1. Upper Handle | 7. Clean Out Cycle Button |
| 2. Spray Trigger | 8. Clean Water Tank |
| 3. Mode Button | 9. Dirty Water Tank |
| 4. Power Button | 10. Brush Roll Window |
| 5. Carry Handle | |
| 6. Digital Display | |



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:

- Use indoors only.
- 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 charge with damaged cord or plug.
- Do not unplug by pulling on docking station cord. To unplug, grasp the charger, not the cord.
- Do not handle docking station, charging plug or appliance 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 of the appliance and its accessories.
- 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 appliance in an enclosed space filled with vapors given off by oil-based paint, paint thinner, some moth-proofing substances, flammable dust, or other explosive or toxic vapors.
- Do not use 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 pick up hard or sharp objects such as glass, nails, screws, coins, etc.
- Use only BISSELL® cleaning products intended for use with this appliance to prevent internal component damage. See the Cleaning Formulas section of this guide.

- Do not carry the appliance while in use.
- Do not immerse. Use only on surfaces moistened by the cleaning process.
- Plastic film can be dangerous. To avoid danger of suffocation, keep away from babies and children.
- Always connect to a proper electrical socket.
- Keep cord away from heated surfaces.
- Do not use without filters in place.
- Do not charge the appliance outdoors.
- Do not incinerate the appliance even if it is severely damaged. The batteries can explode in a fire.
- Use only with charger SIL, Model SSC-420085US.
- Recharge appliance only with the charger specified by the manufacturer. A charger that is suitable for one type of battery pack may create a risk of injury and fire when used with another battery pack.
- When battery pack is not in use, keep it away from other metal objects, like paper clips, coins, keys, nails, screws or other small metal objects, that can make a connection from one terminal to another. Shorting the battery terminals together may cause burns or a fire.
- Do not immerse in water or liquid.
- Do not use a battery pack or appliance that is damaged or modified. Damaged or modified batteries may exhibit unpredictable behavior resulting in fire, explosion or risk of injury.
- Do not expose a battery pack or appliance to fire or excessive temperature. Exposure to fire or temperature above 130°C / 265°F may cause explosion.
- Follow all charging instructions and do not charge the battery pack or appliance outside of the temperature range 4-40°C / 40-104°F. Charging improperly or at temperatures outside this range may damage the battery and increase the risk of fire.
- Use only on surface moistened by cleaning process.
- Do not pull or carry charger by cord, use cord as a handle, close door on cord, or pull cord around sharp edges or corners.
- Prevent unintentional starting. Ensure the switch is in the OFF-position before connecting to battery pack, picking up or carrying the appliance. Carrying the appliance with your finger on the switch or energizing appliance that have the switch on invites accidents.
- Under abusive conditions, liquid may be ejected from the battery; avoid contact. If contact accidentally occurs, flush with water. If liquid contacts eyes, additionally seek medical help. Liquid ejected from the battery may cause irritation or burns.
- If appliance is not working as it should, has been dropped, damaged, left outdoors, or dropped into water, return it to a service center.
- Have servicing performed by a qualified repair person using only identical replacement parts. This will ensure that the safety of the product is maintained.
- Do not turn ON your appliance until you are familiar with all instructions and operating procedures.
- Risk of injury from moving parts. Brush may start unexpectedly. Turn OFF before cleaning or servicing.
- Unplug charger from electrical socket when not in use, before cleaning, maintaining or servicing the appliance.
- Liquid must not be directed towards equipment containing electrical components.
- Use only the type and amount of liquids specified under the operations section of this guide.
- Battery pack and charger base output terminals are not to be short-circuited.
- Do not modify or attempt to repair the appliance except as indicated in the instructions for use and care.
- The battery must be removed from the appliance before it is scrapped.

IMPORTANT INFORMATION

- The software included in this product contains open source software. The open source licenses associated with this product may be obtained by visiting BISSELL.com/opensource.
- Keep appliance on a level surface.
- If your appliance has a motorized brush roll, do not leave machine running in the same spot without the handle fully upright.

- Do not store where freezing may occur.
- This product contains a wireless device. Refer to website for regulatory information.

SAVE THESE INSTRUCTIONS

This model is for household use only. Commercial use of this appliance voids the manufacturer's warranty.

FCC/IC NOTICE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radiofrequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures: (1) Reorient or relocate the receiving

antenna. (2) Increase the separation between the equipment and receiver. (3) Connect the equipment into an outlet on a circuit different from that to which the receiver is connected. (4) Consult the dealer or an experienced radio/TV technician for help. This device complies with Part 15 of FCC Rules and Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux parties 15 des règles de la FCC et CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :

(1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

Privacy of communications may not be ensured when using this device.

WARNING: Changes or modifications to this equipment not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

CAUTION: The Digital Display houses the transmitter and must be kept at a separation distance of at least 20 cm from all persons.

ATTENTION : L'écran à affichage numérique contient l'émetteur. Gardez-le à une distance d'un minimum de 20 cm de toute personne.



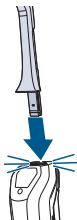
WARNING This product contains Lithium-Ion rechargeable batteries. DO NOT mix Lithium-Ion batteries with general household waste. According to Federal and State regulations, removal and proper disposal of Lithium-Ion batteries is required. For specific battery disposal instructions please contact Call2Recycle at 877-723-1297 or visit www.call2recycle.org. For full instructions on battery removal for recycling visit support.BISSELL.com.



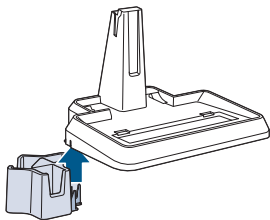
Assembly and Charging

Go to support.BISSELL.com for assembly videos.

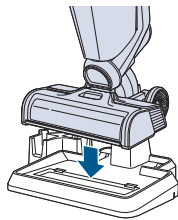
Make sure the machine is fully charged before first use. To check the battery status, remove the machine from the dock and turn it ON by pressing the power button. You'll know the battery is fully charged when all three white status lights are illuminated.



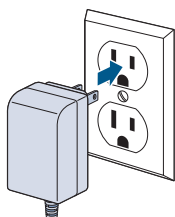
1. Firmly insert handle until it clicks into place.



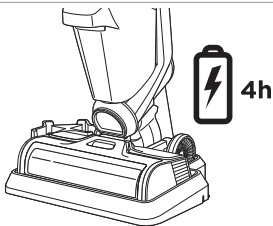
2. Slide the brush roll drying tray up into place.



3. Place your machine onto the docking station to charge.



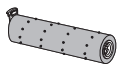
4. Plug adapter into suitable outlet. The battery indicator will illuminate when charging.



5. Charge machine for four hours before first use.

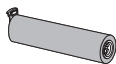
Changing the Brush Roll

Included brush rolls vary by model.



FreshStart™ Multi-Surface Brush Roll

Maintain freshness of the brush roll while removing tough, sticky messes and picking up dry debris.



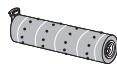
Wood Floor Brush Roll

Gently clean sealed hard floors.



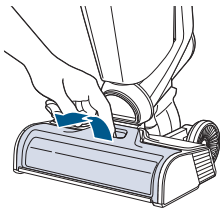
Area Rug Brush Roll

Pick up dry debris and pet hair.

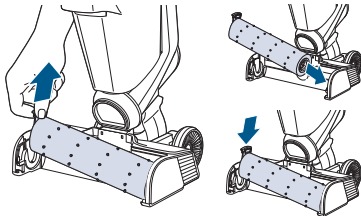


FreshStart PET Multi-Surface Brush Roll

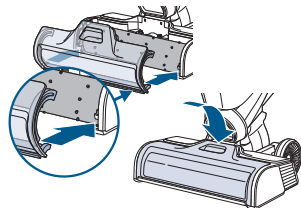
Maintain freshness of the brush roll while removing tough, sticky messes and picking up pet hair and dry debris.



1. Grab the front of the brush window and pull upward to remove.



2. Pull the brush roll tab to remove. To install new brush, place end of brush into right side of foot. Press tab of brush down to lock into place.

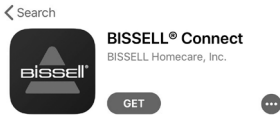
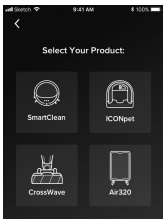
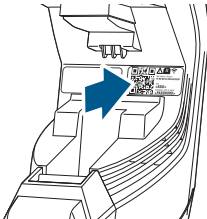


3. Align window tabs with grooves on foot. Press window back so it clicks into place.

Connecting to the BISSELL Connect App

Downloading the BISSELL Connect App lets you track filter, brush roll and formula life, access usage tips, cleaning history, how-to videos, and set up automatic reordering.

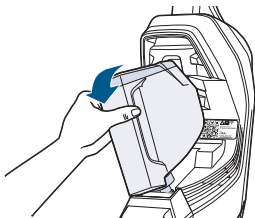
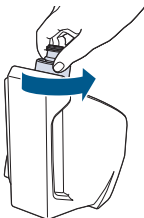
When pairing, make sure you are near a WiFi router and your machine is charged or on the dock.

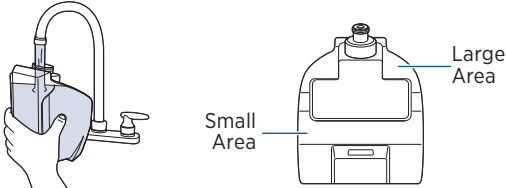
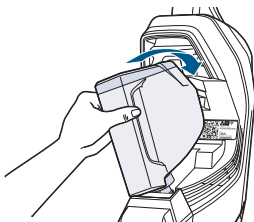
		
1. In the Apple App or Google Play Store search for and install “BISSELL Connect”. Open to sign in or create a new login.	2. Follow the instructions in the app to scan the QR code and pair your machine.	3. The QR code needed for setup can be found behind the clean water tank.

Filling the Clean Water Tank

➔ View our family of formulas for your family of mess-makers at [BISSELL.com](https://www.bissell.com).

Keep plenty of CrossWave® formulas on hand so you can clean whenever it fits your schedule. Only use CrossWave formulas in your machine. Other formulas or household cleaners may harm the machine. Do not use hard floor formula on area rugs or carpet.

		
1. Hold the groove at the top of the tank and pivot it backwards.	2. Unscrew the cap from the clean water tank.	3. Choose your formula*. Scan the QR code with your smartphone camera or visit BISSELL.com for formulas.

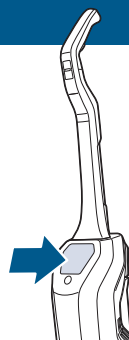
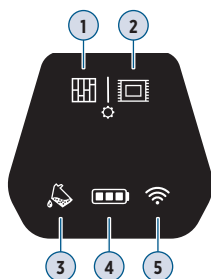
	
4. Add warm tap water (140°F/60°C max) and BISSELL formula. The Large Area fill lines are for areas up to 700 sq ft. The Small Area fill lines are for areas under 350 sq ft.	5. Screw cap back on. Align bottom of the tank with grooves and pivot until it clicks into place.

*Compatible BISSELL formulas include: Multi-Surface, Wood Floor, Area Rug, PET Multi-Surface with Febreze Freshness, Hard Floor Sanitize™, PET Clean + Natural Multi-Surface. Certain trademarks used under license from The Procter & Gamble Company or its affiliates.

⚠ WARNING To reduce the risk of fire and electric shock due to internal component damage, use only BISSELL cleaning formula intended for use with the hard floor device.

Digital Display

1. Hard Floor Mode
2. Area Rug Mode
3. Dirty Water Tank Full
4. Battery Status
5. WiFi Connected



Cleaning Your Floors

Note: Before cleaning rugs, check the manufacturer's tag and test an inconspicuous spot for colorfastness. Don't use on silk or delicate rugs.

1. Press power button ON. Press mode button to switch between Hard Floor and Area Rug Modes. Area Rug Mode dispenses double the solution as Hard Floor Mode.	2. Recline to start the brush roll spinning. Brush roll will not spin when machine is upright. Note: Laying machine flat or sideways will cause the dirty water tank to leak.	3. Hold trigger for 10 seconds to wet brush roll. LEDs illuminate when holding the trigger. Bubbles appear in window when solution is flowing.
4. Hold the solution spray trigger to apply solution on forward and backward passes.	5. Release the trigger and make forward and backward passes without dispensing solution. To dry floors faster, make additional dry passes.	6. Press power button OFF. The battery icon will beep for three seconds while shut off is in progress. Do not move machine until it finishes powering down.

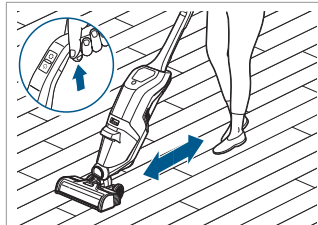
CONTINUED ON NEXT PAGE ➔

ATTENTION

- Do not overwet carpet or hardwood floors. Be careful not to run over loose objects or edges of area rugs. Stalling the brush may result in premature belt failure.
- This machine is designed to be used on sealed hard floors and area rugs.

Cleaning with Hard Floor Sanitize Formula

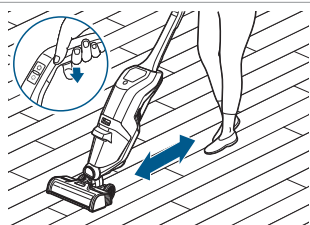
Please read "DIRECTIONS FOR USE" on Hard Floor Sanitize label. Use on hard nonporous floors only.



1. Remove visible soil before cleaning. Hold trigger down to apply solution to the floor.



2. Allow formula to remain wet on the floor for five minutes.

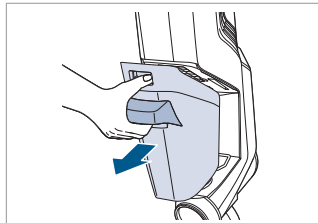


3. With the trigger released, make forward and backward passes to extract solution.

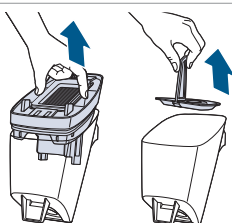
After-Cleaning Care

Go to support.BISSELL.com for a full list of how-to videos.

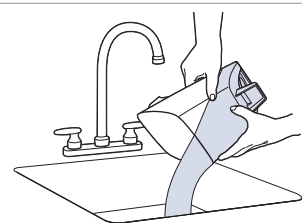
Emptying the Dirty Water Tank



1. Press the button on the top of the tank, grab the front handle and pull tank out.



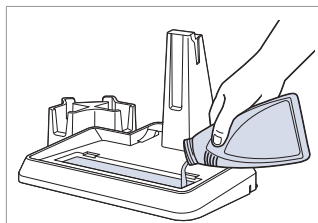
2. Hold tank lid near sides of filter and pull up. Pull strainer to separate debris for disposal.



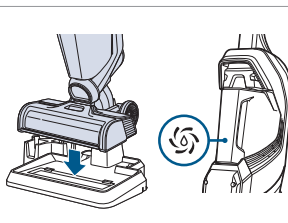
3. Pour dirty water into utility sink or similar receptacle for waste water. Rinse the tank.

Using the Clean Out Cycle

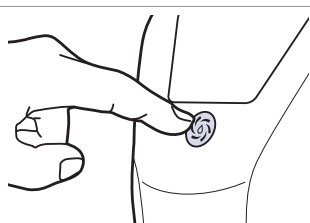
Note: Empty the dirty water tank prior to cleaning the machine.



4. Optional: Add 2oz of **FreshStart™ Clean-Out Formula** to the tray. Formula will fill to just below the recessed portion of the tray.

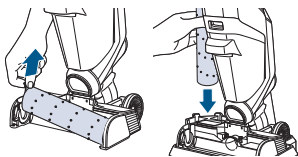


5. Place the machine on the dock. Add water to reach the Clean Out Cycle line if needed.

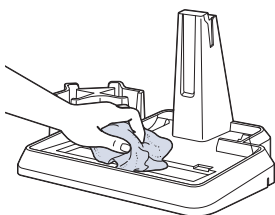


6. Press the Clean Out Cycle Button to start the 40-second cycle. **Note:** If the battery runs out the Clean Out Cycle cannot run until your machine is docked for 30 seconds.

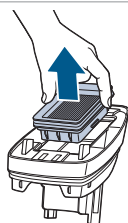
⚠ WARNING To reduce the risk of fire, electric shock or injury, turn power OFF and disconnect plug from electrical outlet before performing maintenance or troubleshooting on the dock.



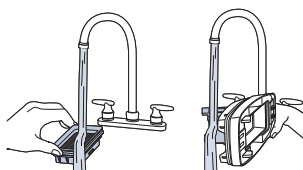
7. Once cycle is complete, dry brush roll. Pull up on brush roll window. Pull the brush roll tab to remove and place in drying tray. Brush and window can be hand washed.



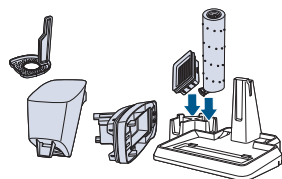
8. Remove the machine from the dock and wipe out the tray. Do NOT rinse under faucet. This keeps water out of the charging plug.



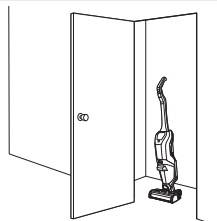
9. Remove filter from the top of the tank by pulling it up.



10. Wash filter and screen with warm water and mild detergent. Rinse the bottom of the tank cover, including mesh screen.



11. Leave all parts out to dry before reassembling.



12. Store machine in a protected, dry area. Since this product uses water, it must not be stored where there is danger of freezing. Freezing will damage internal components and may void the warranty.

NOTICE To reduce the risk of a leaking condition, do not store machine where freezing may occur. Damage to internal components may result.

⚠ 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 on the dock.

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
Battery icon on digital display shows three red lights	Brush roll obstruction.	Remove hair and debris from brush roll window, brush roll and gear at end of the foot.
Dirty water tank icon digital display is illuminated amber	Dirty water tank is full.	Remove and empty tank. Thoroughly clean tank and sensors. Place tank back into the machine.
	Dirty water tank is not seated properly.	Reseat tank.
Machine is leaking	Brush roll is dirty.	Place the machine on the dock and run the Clean Out Cycle.
	Over-saturation of water on ground.	Turn machine ON, recline and make two passes without dispensing solution.
Loss of suction power	Brush roll window is not latched in place.	Reinstall brush roll window.
	Debris channel in foot is clogged.	Clean the channel with a paper towel.
	Filter clogged by debris.	Clean filter, filter screen, and mesh screen on tank lid.

Note: Any other servicing should be performed by an authorized service representative.

NOTICE Disconnecting the battery will destroy the appliance and invalidate the warranty.

⚠ 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 on the dock.

Warranty

Limited 2-year warranty, may vary by state. Visit support.BISSELL.com or call 1-844-383-2630 for complete warranty information.

♥ 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.

