

Bissell®

CROSSWAVE® X7 CORDLESS PET PRO 3277 SERIES



Go online for a comprehensive walkthrough of your new purchase!

This guide features everything you need to get ready for first use, including setting up, using and maintaining your machine, but join us online for a comprehensive walkthrough. Our online support includes tips and troubleshooting, videos, product registration, parts, and more. Go to **support.BISSELL.com**.

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 immerse. Use only on surfaces moistened by cleaning process.
- Use only cleaning products intended for use with this appliance to prevent internal component damage. See the "Choosing Your Brush Roll & Formula" section of this guide.
- 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 charger or plug. If appliance is not working as it should, has been dropped, damaged, left outdoors or dropped into water, have it repaired by a qualified technician.
- 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. Do not run appliance over cord. Keep cord, docking station or charger away from heated surfaces.
- Do not unplug charger by pulling on cord. To unplug, grasp the charger plug, not the cord.
- Do not handle charger, charger 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.
- Turn OFF all controls before plugging or unplugging charger.
- 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 pick up anything that is burning or smoking, such as cigarettes, matches or hot ashes.
- Do not use without filters in place.
- Risk of injury from moving parts. Brush may start unexpectedly. Turn OFF before cleaning or servicing.
- Turn OFF all controls, including the power switch and disconnect charger from electrical outlet before making any adjustments, performing maintenance, troubleshooting, changing accessories, or storing appliance. Such preventative safety measures reduce the risk of starting the appliance accidentally.
- 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 fire when used with another battery pack.
- Use only with charger Mass Power Electronic Ltd., model S030-1B295085HU.
- Battery pack, charging port on the appliance and charger output are not to be short-circuited.
- 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.
- Do not use 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 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 appliance outside of the temperature range specified in the instructions. Charging improperly or at temperatures outside of the specified range may damage the battery and increase the risk of fire.
- 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 modify or attempt to repair the appliance except as indicated in the instructions for use or care.
- Unplug charger from electrical socket when not in use, before cleaning maintaining or servicing the appliance.
- Keep the temperature range of between 4-40°C/40-104°F when charging battery, storing appliance or during use.
- Do not charge the machine outdoors.
- Do not turn your appliance ON until you are familiar with all instructions and operating procedures.
- This appliance contains batteries that are non-replaceable.
- Do not incinerate the appliance even if it is severely damaged. The batteries can explode in a fire.
- The battery must be removed from the appliance before it is scrapped.
- Keep appliance on a level surface.
- Do not carry the vacuum cleaner while it is in use.
- 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 hard or sharp objects such as glass, nails, screws, coins, etc.
- Plastic film can be dangerous. To avoid danger of suffocation, keep away from children.
- Liquid must not be directed towards equipment containing electrical components.
- 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.

IMPORTANT INFORMATION

- 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.
- The software included in this product contains open source software. The open source licenses associated with this project may be obtained by visiting BISSELL.com/opensource.

SAVE THESE INSTRUCTIONS

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

FCC AND IC REGULATIONS

FCC Part 15 NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the Federal Communications Commission (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 the FCC rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. Privacy of communications may not be ensured when using this device.

30 General Information 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.

Industry Canada This device complies with Industry Canada licence-exempt RSS standard(s): Operation is subject to the following two conditions: (1) this device may not cause 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 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.

FCC/IC RF Radiation Exposure Statement CAUTION: This Transmitter must be installed to provide separation distance of at least 20cm from all persons.

FCC / IC RF Radiation Déclaration d'exposition Attention: Cet émetteur doit être installé pour fournir une distance de séparation d'au moins 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.





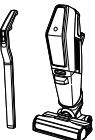
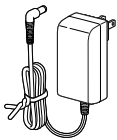
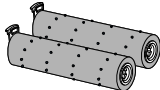
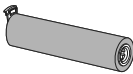
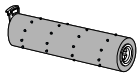
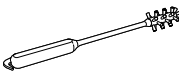
We're so happy you chose CrossWave® X7 Cordless Pet Pro. We put this guide together to help you set up, use and maintain your cordless hard surface cleaner. We've also included some tips we think will come in handy when you first start using it, so let's get started!

For a complete guide to your purchase, go to support.BISSELL.com.

Important Safety Instructions.....	2	Cleaning Your Floors.....	9
What's in the Box?	4	Emptying the Dirty Water Tank.....	10
Product View.....	4	Clean Out Cycle	11
Connecting to the BISSELL Connect App....	5	After-Cleaning Care.....	12
Assembly	6	Storing Your Machine.....	13
Charging the Battery.....	6	Warranty	13
Choosing Your Brush Roll & Formula	7	Troubleshooting.....	14
Filling the Clean Water Tank	8		

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.

				
Handle & Body	3-in-1 Docking Station	Charging Adapter Plug	(4) Trial-Size Formulas	Replacement Filter
				
(2) PET Multi-Surface Brush Rolls	Wood Floor Brush Roll	Multi-Surface Brush Roll	Clean Out Brush	

Product View

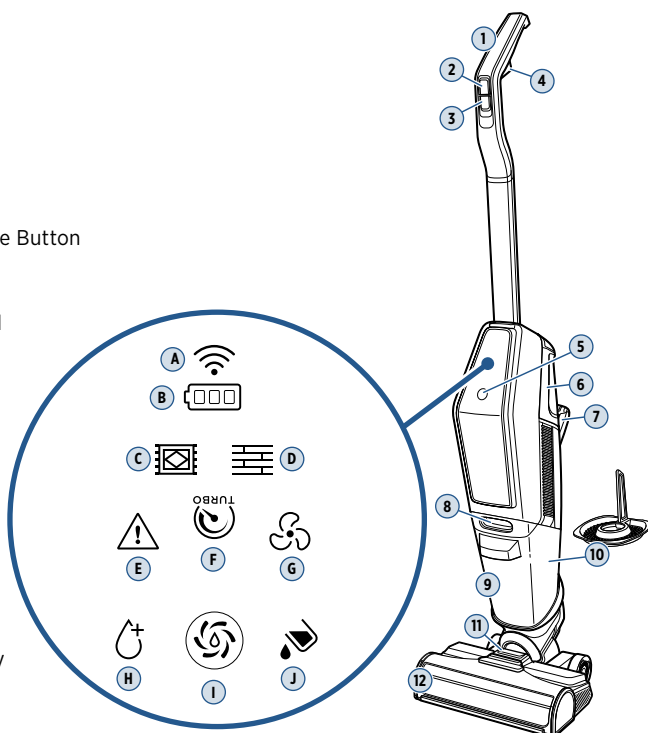
➤ For additional support videos and information, visit support.BISSELL.com.

Product View

1. Upper Handle
2. Mode Button
3. Power Button
4. Solution Spray Trigger
5. Clean Out Cycle Button
6. Clean Water Tank
7. Carry Handle
8. Dirty Water Tank Release Button
9. Dirty Water Tank
10. Strainer (inside tank)
11. Easy-Remove Brush Roll Window Button
12. Brush Roll Window

Digital Display

- A. WiFi Connection
- B. Battery Indicator
- C. Area Rug Mode
- D. Hard Floor Mode
- E. Error Indicator
- F. TURBO PET™ Mode
- G. Fan Error Indicator
- H. Clean Water Tank Empty
- I. Clean Out Cycle
- J. Dirty Water Tank Full

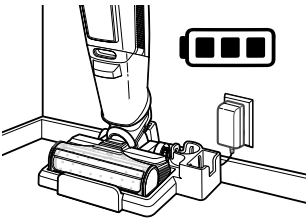
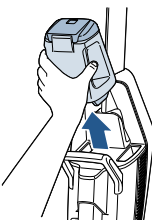
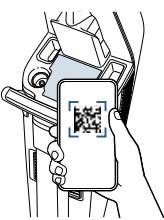




Connecting to the BISSELL Connect App

For more help, visit support.BISSELL.com.

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.

  		
1. In the App or Google Play Store search “BISSELL Connect” and download.	2. Once downloaded, open the app to sign in or create a new login.	3. Make sure you are near a WiFi router and your machine is charged or on the 3-in-1 Docking Station prior to pairing.
		
4. Select CrossWave®.	5. The QR code needed for setup can be found behind the clean water tank.	6. Follow the instructions in the app to scan the QR code and pair your machine.

WiFi Reset

To remove the currently connected WiFi data, press and hold the mode button for 25 seconds until you hear a sound and the WiFi icon blinks 2 times.

WiFi Disable

Note: When WiFi is disconnected, your machine will not sync with the app to deliver cleaning data and reminders.

To disable the WiFi connection, press and hold the mode button for 45 seconds until you hear a sound and the WiFi icon blinks 3 times. To resume WiFi connection, press and hold the mode button for 45 seconds until you hear a sound and the WiFi icon blinks 3 times.

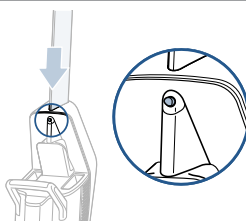


Assembly

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



1. Firmly insert the handle into body of machine.

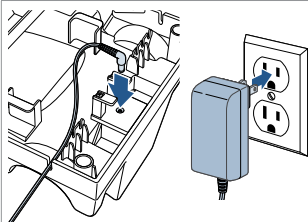


2. When the handle is inserted correctly, a button will appear behind the clean tank.

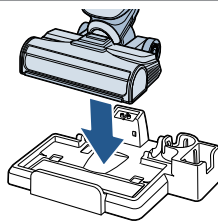
Charging the Battery

▶ Go to support.BISSELL.com to watch helpful how-to videos.

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



1. Plug the charging cord into the bottom of the 3-in-1 Docking Station. Plug the adapter into a wall outlet.



2. Place your machine onto the dock. The battery life indicator will illuminate when charging.



3. For maximum run time, charge the machine for 4 hours.

Choosing Your Brush Roll & Formula

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.

Note: 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.

Multiple Surfaces	Wood Floors	Area Rugs
		
Multi-Surface Formula Great for cleaning all sealed hard floors and refreshing area rugs.	Wood Floor Formula Restores your wood floors' natural shine.	Area Rug Formula Removes stuck-on and embedded dirt from area rugs.
Multi-Surface Brush Roll Microfibers mop and nylon bristles help remove tough, sticky messes while picking up dry debris.	Wood Floor Brush Roll Soft-touch microfibers wash sealed hardwood floors while picking up dry debris.	Area Rug Brush Roll Bristles work on area rugs to pick up dry debris and pet hair.
Homes with Pets	Hard Floors	Sensitive Floors
		
PET Multi-Surface with Febreze Formula Removes pet odors to clean sealed hard floors and refresh area rugs.	Hard Floor Sanitize Cleans and sanitizes, eliminates 99.9% of bacteria.*	PET Clean + Natural Multi Surface Effective, plant-based cleaning formula to eliminate pet odors
PET Multi-Surface Brush Roll Microfibers mop and nylon bristles help remove tough, sticky messes while picking up dry debris and pet hair.	Multi-Surface Brush Roll Microfibers mop and nylon bristles help remove tough, sticky messes while picking up dry debris.	Multi-Surface Brush Roll Microfibers mop and nylon bristles help remove tough, sticky messes while picking up dry debris.

*Kills 99.9% of Enterobacter aerogenes (ATCC 13408) and Staphylococcus aureus (ATCC 6538)
 Certain trademarks used under license from The Procter & Gamble Company or its affiliates.

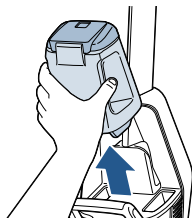
ATTENTION This machine is designed to be used on sealed hard floors and area rugs.

⚠ 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.

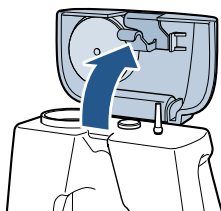


Filling the Clean Water Tank

▶ Go to support.BISSELL.com to watch additional how-to videos.



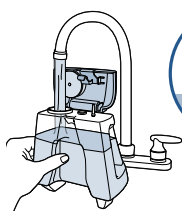
1. The clean water tank is located on the back of the machine. Pull the tank up to remove.



2. Open the cap on top of the tank.



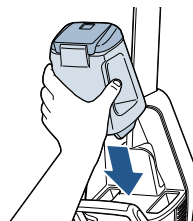
3. Choose the best BISSELL® formula and brush roll for your needs using the chart on page 7.



4. Fill with hot (140°F/60°C MAX) tap water to the WATER FILL line. **Do not use boiling water. Do not heat water in the microwave.**



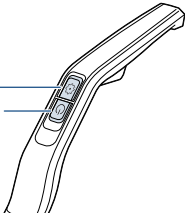
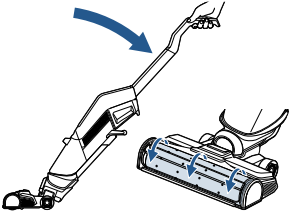
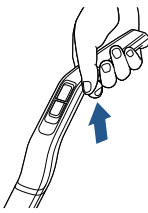
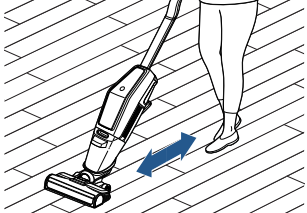
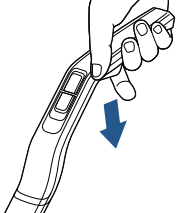
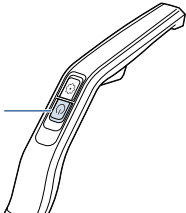
5. Add formula to the FORMULA FILL line.



6. Close the cap. Slide the tank back into place.

Cleaning Your Floors

▶ We have cleaning tips for stuck-on messes and more at support.BISSELL.com.

 Mode Power		
1. Press the power button ON. Press the mode button to switch between modes.	2. Recline to start the brush roll spinning. Brush roll will not spin when machine is upright.	3. Before each use, hold the solution spray trigger for 10 seconds to prime the system with solution. LED lights are always illuminated, but turn blue when the trigger is held. Bubbles will appear in brush roll window when solution is flowing.
		 Power
4. Hold the solution spray trigger to apply solution on forward and backward passes.	5. Release the trigger and make a backward pass without dispensing solution. To dry floors faster, make additional dry passes.	6. Turn OFF the machine by pressing the power button.

Cleaning Modes

Hard Floor Mode	Area Rug Mode	TURBO PET™ Mode
 BEST FOR Everyday messes on sealed hard floors, like tracked-in mud, spilled cereal and milk, coffee, and more! SOLUTION 💧 SUCTION +	 BEST FOR Refreshing area rugs and cleaning dry messes, like crumbs, dirt, hair, and more. SOLUTION 💧💧 SUCTION ++	 EXTRA BOOST OF CLEANING FOR: Tough pet messes, eliminating pet odors, and removing stuck-on messes, like pet drool and food; jelly, honey, and more. SOLUTION 💧💧💧 SUCTION +++

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.



Emptying the Dirty Water Tank

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

1. Press the button on the top of tank and grab the front handle and pull tank out.	2. Hold the top of the tank near the sides of the filter and pull up to remove.	3. Pull strainer tab out of the tank to separate debris from dirty water.
4. Throw debris into the trash.	5. Pour dirty water down the sink and rinse the tank.	

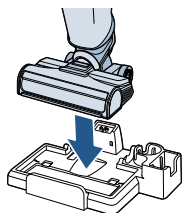
⚠ WARNING To reduce the risk of fire, electric shock or injury, turn power OFF and disconnect plug from electrical outlet before performing maintenance or troubleshooting on the dock.



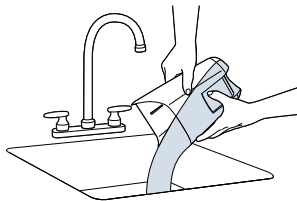
Clean Out Cycle

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

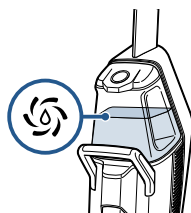
Note: For best results, run the Clean Out Cycle no more than two times after each cleaning session.



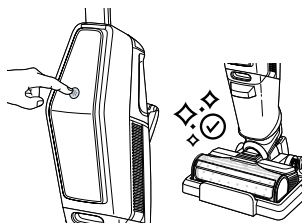
1. Place the machine on the 3-in-1 Docking Station.



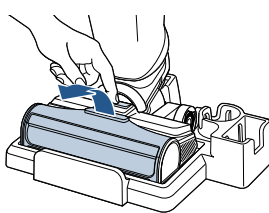
2. Empty dirty water tank prior to starting the cycle.



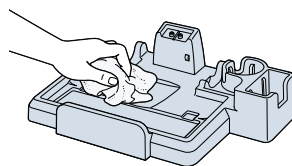
3. Make sure water reaches the Clean Out Cycle line. Refill if needed.



4. Push the Clean Out Cycle Button to start the 40-second cycle.



5. For easy drying, press the button on top of the foot to release the window. Rest the window on the dock. See page 12 for more after-cleaning care tips.



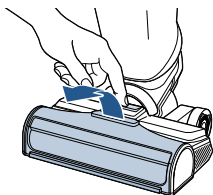
6. Remove the machine from the dock and wipe out the tray. Do NOT rinse under faucet. This keeps water out of the charging plug.

⚠ 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.

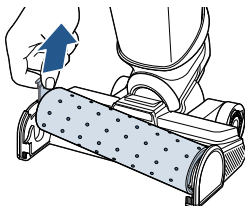
After-Cleaning Care

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

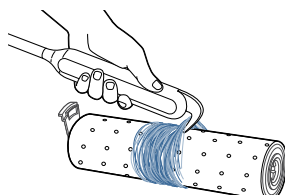
Important: The filter must be cleaned and dried after every use to maximize suction and performance. Replace the filter every 3 months.



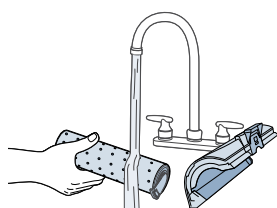
1. Press the button on the top of the foot to release the brush roll window.



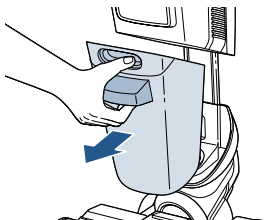
2. Pull the brush roll tab to remove.



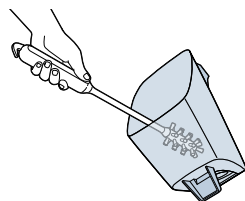
3. Use the Clean Out Brush hook to remove hair wrap.



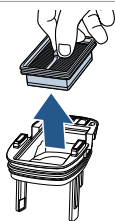
4. The brush and window can be hand washed.



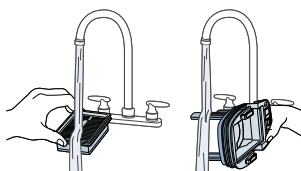
5. Remove and empty the dirty water tank following steps on page 10.



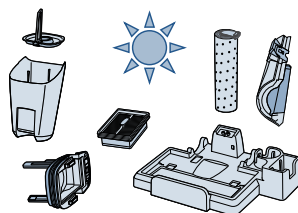
6. Use the Clean Out Brush to clean the dirty water tank.



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



8. Wash filter and screen with warm water and mild detergent. Rinse the bottom of the tank cover.

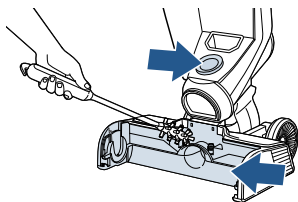


9. Leave all parts out to dry before reassembling.

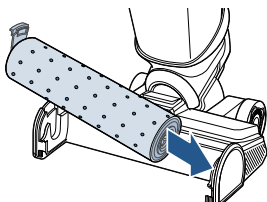
CONTINUED ON NEXT PAGE ➡

⚠ 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.

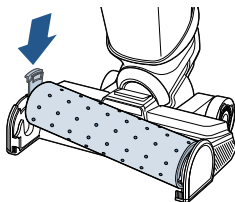
After-Cleaning Care (continued)



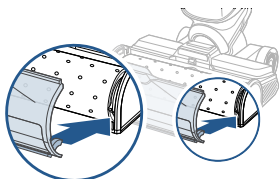
10. Clean along the inside of the foot and suction hose with the brush.



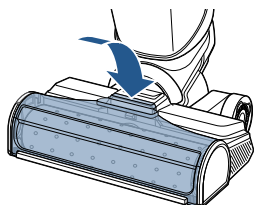
11. Place the end of the brush into the right side of the foot.



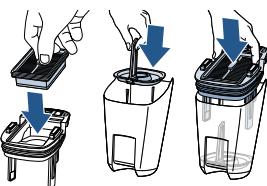
12. Press the tab of the brush down so it locks into place.



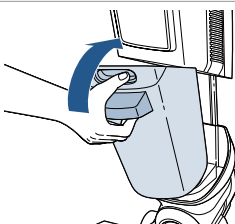
13. Replace the brush roll window by lining up tabs on the edges of the foot.



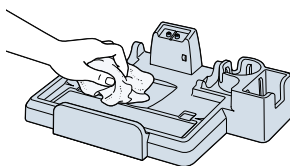
14. Press the window back so it clicks into place.



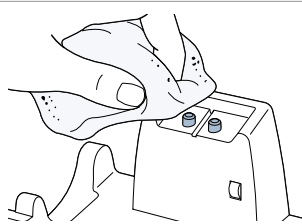
15. Reassemble the dirty water tank.



16. Insert the bottom of the tank first. Pivot the top toward the machine until it clicks into place.



17. Wipe the dock with a cloth. Do NOT rinse under faucet. This keeps water out of the charging plug.



18. Wipe the gold charging contacts with a cloth.

⚠ 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.

Storing Your Machine

 Go to **support.BISSELL.com** for more useful tips on storing and maintaining your machine.

Store your 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.

Warranty

 Limited 3-year warranty, may vary by state. Visit **support.BISSELL.com** or call 1-844-383-2630 for complete warranty information.

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

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.

Connection Issues

Note: CrossWave® X7 can only connect to 2.4GHz networks. 5GHz is not supported.

Problem	Possible Cause	Remedies
No beeping noise, no flashing WiFi icon	Not holding the pairing button down for the full 5 seconds.	Release the pairing button, then press for 5 seconds until you hear a single beep. If issue persists, contact us.
Beeping noise, flashing WiFi icon, no connection	CrossWave may have a bad QR code.	Enter the QR code details manually. If issue persists contact us.

Machine Issues

Problem	Possible Cause	Remedies
Streaking or loss of suction power	Brush roll window is not latched.	Reinstall brush roll window.
	Debris channel in foot is clogged.	Clean the channel with a paper towel.
	Filter is clogged by debris and/or is wet.	Remove debris clogging the filter screen, then clean and dry the filter.
	Brush roll is wet and dirty.	Clean and dry the brush roll.
No spray	Clean water tank is empty.	Refill tank. Follow steps on page 8.
	Clean water tank is not seated properly.	Remove and reseat tank.
	Brush roll window is not latched.	Reinstall brush roll window.
	Not holding trigger to spray solution.	Hold solution spray trigger continuously while using the machine.
Leaking	Clean water tank or lid is damaged.	Remove tank from machine and inspect for damage on tank and/or lid. If damage is found, contact us.
	Dirty water tank is damaged.	Remove tank from the machine and inspect for damage. If damage is found, contact us.
	Dirty water tank is full.	Empty tank. Follow steps on page 10.
Battery indicator on digital display shows continuous blinking of 1 LED light	Battery is too low to run the self-cleaning cycle.	Charge the machine for 30 minutes prior to running.
Machine is not charging	Charging contacts on the 3-in-1 Docking Station are dirty.	Use a cloth to wipe the gold charging contacts on the dock. If issue persists, contact us.

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



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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](https://www.bissellsavespets.com)** to learn more.

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