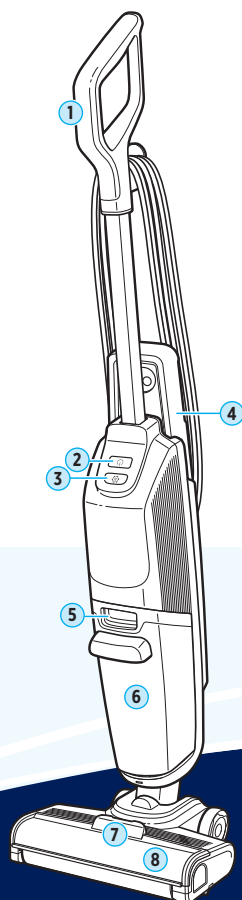




CROSSWAVE® HARD FLOOR EXPERT® ALL-IN-ONE MULTI-SURFACE CLEANER 3831 SERIES

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Product Overview

1. Handle
2. Power Button
3. Cleanout Cycle Button
4. Clean Water Tank
5. Dirty Water Tank Removal Button
6. Dirty Water Tank with Filter
7. Brush Roll Window Release Button
8. Brush Roll Window



Meet your new BISSELL® product!

Go to **[support.BISSELL.com](https://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:

- Connect to a properly grounded outlet only. See grounding instructions. Do not modify the 3-prong grounded plug.
- Do not leave appliance when it is plugged in. Unplug from outlet when not in use and before servicing.
- 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 use with damaged cord or plug. If appliance is not working as it should, or 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 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 appliance.
- 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.
- Use only BISSELL® cleaning formulas intended for use with this appliance to prevent internal component damage. See the Cleaning Formulas section of this guide.
- Do not immerse. Use only on surfaces moistened by the cleaning process.
- Keep appliance on a level surface.
- Do not carry the appliance while in use.
- Do not use without filters in place.
- Risk of injury. Brush may start unexpectedly. Unplug before cleaning or servicing.
- To reduce the risk of injury from moving parts – unplug before servicing.

SAVE THESE INSTRUCTIONS

THIS MODEL IS FOR HOUSEHOLD USE ONLY.

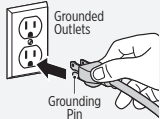
COMMERCIAL USE OF THIS UNIT voids THE MANUFACTURER'S WARRANTY.

⚠ WARNING

Improper connection of the equipment-grounding conductor can result in a risk of electrical shock. Check with a qualified electrician or service person if you aren't sure if the outlet is properly grounded. **DO NOT MODIFY THE PLUG.** If it will not fit the outlet, have a proper outlet installed by a qualified electrician. This appliance is designed for use on a nominal 120-volt circuit, and has a grounding attachment plug that looks like the plug in the illustration. Make certain that the appliance is connected to an outlet having the same configuration as the plug. No plug adapter should be used with this appliance.

GROUNDING INSTRUCTIONS

This appliance must be connected to a grounded wiring system. If it should malfunction or break down, grounding provides a safe path of least resistance for electrical current, reducing the risk of electrical shock. The cord for this appliance has an equipment-grounding conductor and a grounding plug. It must only be plugged into an outlet that is properly installed and grounded in accordance with all local codes and ordinances.



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.

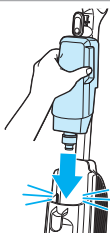
Body	Handle	Clean Tank	Tray	Trial Formula

Assembly

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



1. Insert handle until it clicks into place.



2. Insert clean tank into back of machine until it clicks into place.

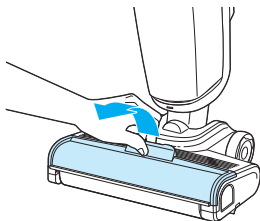


3. Wrap cord. To easily unwrap, turn Quick Release™ Cord Wrap down.

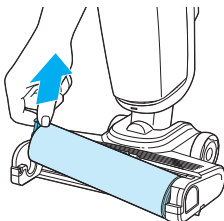
Note: Remove cardboard insert from bottom of foot before first use.

Changing the Brush Roll

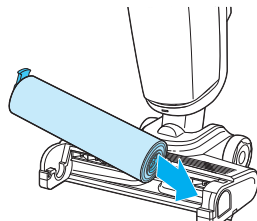
➤ Visit global.BISSELL.com to purchase additional brush rolls.



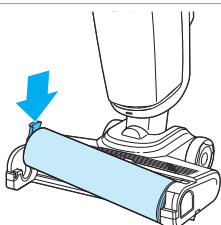
1. Press button and pull up on tab to remove brush window.



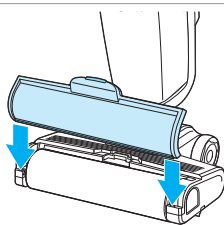
2. Pull tab to remove brush roll.



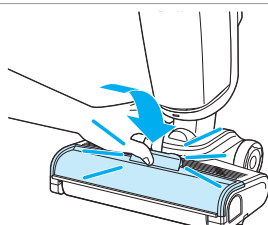
3. Reinstall brush roll. Place end of brush into right side of foot.



4. Press tab of brush down to lock into place.



5. Reinstall brush roll window. Align tabs on edges of foot.

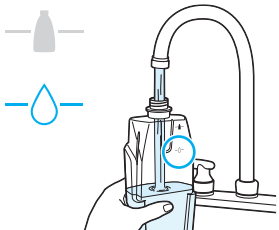
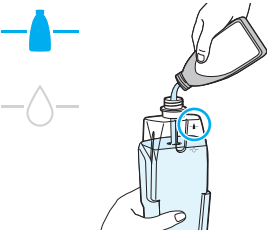
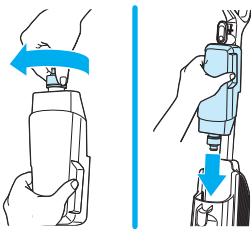


6. Press window so it clicks into place.

Filling the Clean Water Tank

▶ For additional tips and tricks on filling your tank visit support.BISSELL.com

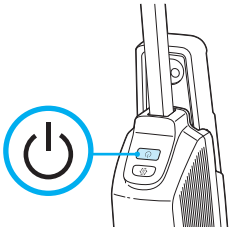
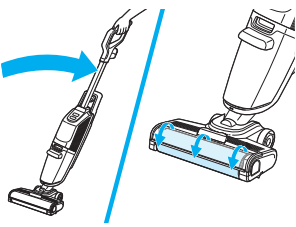
Keep plenty of CrossWave® formulas on hand so you can clean whenever it fits your schedule. Only use CrossWave formulas in your machine. Other formulas or household cleaners may harm the machine. Do not use hard floor formula on area rugs or carpet.

		
1. Choose your formula.* Scan the QR code with your smartphone camera or visit BISSELL.com for formulas.	2. Pull clean water tank up to remove.	3. Unscrew cap.
		
4. Fill clean water tank with warm water (140°F/60°C) to water fill line (21 fl. oz.).	5. Add formula* to the formula line (3 fl. oz.).	6. Screw cap back on. Align clean water tank with grooves on back of machine and slide it until it clicks into place.

*Compatible BISSELL formulas include: Multi-Surface, Wood Floor, PET Multi-Surface with Febreze Freshness, Hard Floor Sanitize, Simply Multi-Surface Pet.
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Cleaning Your Floors

▶ For cleaning tips for stuck-on messes and more, visit support.BISSELL.com.

		
1. Press power button to turn machine ON.	2. Recline machine to start brush roll spinning. Brush roll will not spin when machine is upright.	3. Fluid will begin once machine is reclined and may take up to 10 seconds to fully wet brush roll. Use steady forward and backward strokes to ensure best performance.

Note: This product is intended for hard floor use only. Do not use on carpet or area rugs.

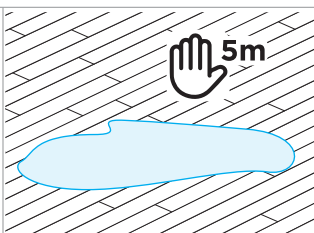
Cleaning Your Floors (continued)

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. Make forward and backward passes.



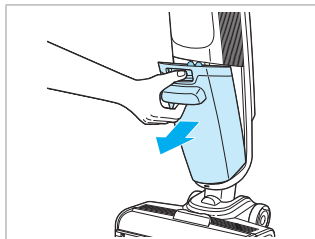
2. Allow floor to remain visibly wet with formula for five minutes. This may require additional passes.



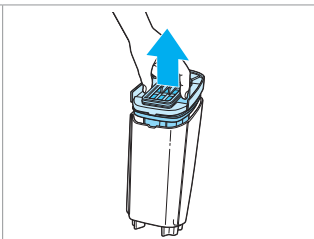
3. Make forward and backward passes to extract formula. Allow to air dry.

Emptying the Dirty Water Tank

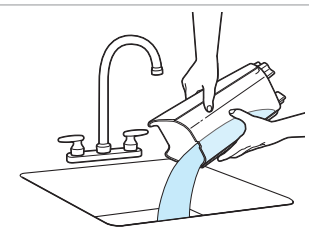
▶ Go to support.BISSELL.com



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



2. Hold top of tank near sides of filter and pull up to remove.

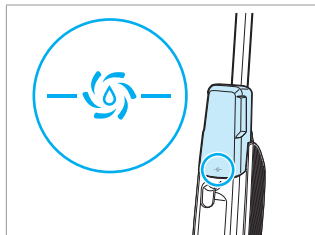


3. Pour dirty water into a sink or similar wastewater receptacle and thoroughly rinse tank.

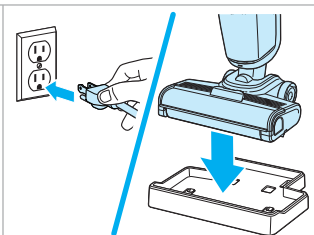
Using the Clean-Out Cycle

▶ Go to support.BISSELL.com

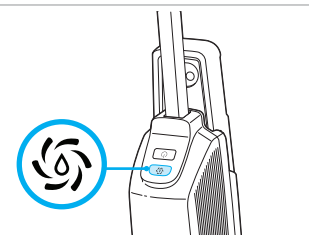
Note: Empty dirty water tank before beginning and make sure filter stays dry. Use clean-out cycle after each use.



1. Make sure water reaches clean-out cycle line on clean water tank. Refill with water if needed.



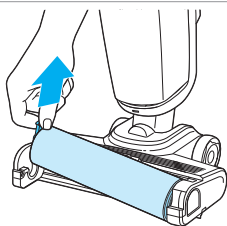
2. Plug in machine and place in storage tray.
Note: Clean-out cycle will only run with machine in tray.



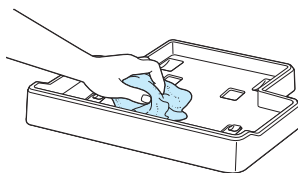
3. Press the clean-out cycle button to begin.

After-Cleaning Care

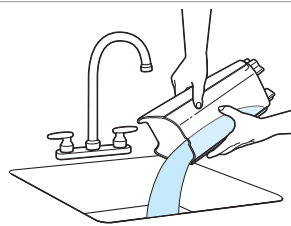
For more helpful maintenance tips, check out support.BISSELL.com.



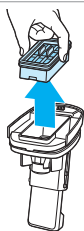
1. Remove brush roll following steps on page 3. Pull brush roll tab and let dry completely. If brush roll window is dirty, wipe excess dirt or rinse to clean.



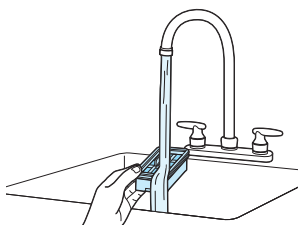
2. Remove machine from tray and wipe excess water or dirt.



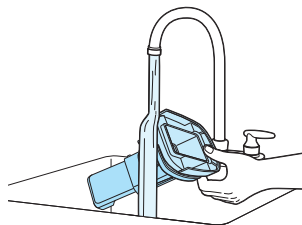
3. Empty dirty water tank and strainer following steps on page 5.



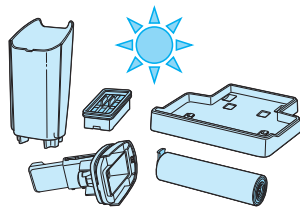
4. Remove filter from lid. Open screen and remove debris.



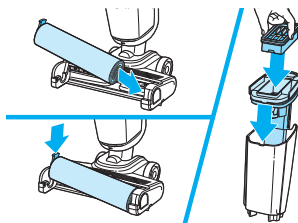
5. Wash filter in warm water and mild detergent. Clean and dry filter after each use. Replace every 3 months.



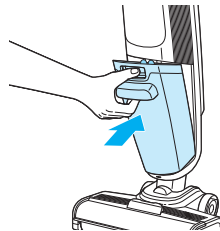
6. Rinse the bottom of the tank cover to remove wet debris.



7. Let parts air dry for 24 hours before next use.



8. Reinstall brush roll following steps on page 3. Reinstall filter, strainer, and tank lid.



9. Insert bottom of tank first. Pivot top toward the machine until it clicks.

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

Storing Your Machine

When finished using the product, wrap cord around cord wrap for storage. Store machine indoors in a dry location in an area where the product is not likely to get damaged.

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
Reduced or no spray	Clean water tank may be empty or seated incorrectly.	Refill and reinstall the clean water tank.
	System isn't completely primed.	Allow machine to run for 15-20 seconds to fully prime.
	Brush window is not latched in place.	Unplug machine and reinstall brush window.
	Clean tank filter is dirty.	Remove clean tank from machine and locate small white foam filter under where the tank connects to the body. Clean any debris from foam filter and reinstall.
Loss of suction or streaking	Tanks may not be seated properly.	Remove both tanks and reseal them so they fit properly on machine.
	Dirty water tank is full.	Empty dirty water tank.
	Brush window is not latched in place.	Unplug machine and reinstall window.
	Debris channel in foot is clogged by debris.	Clean channel with a paper towel.
	Filter clogged by debris.	Remove debris clogging filter screen and clean filter.
Brush roll is not turning	Brush roll is not installed properly.	Follow instructions on page 3 for replacing brush roll.
	Machine is standing upright.	Step on foot and recline body of machine to turn brush roll on.
	Brush roll stalled by debris.	Unplug machine. Remove brush window and brush roll to remove obstruction.
Machine won't turn on	Brush roll stalled by debris.	Unplug machine. Remove brush window and brush roll to remove obstruction.
Machine is leaking	Cap of clean water tank is not closed properly.	Remove clean water tank and reinstall cap.
Brush roll stops turning unexpectedly and motor continues to operate	Machine is overheating.	Unplug machine from power and allow to cool for 30 minutes.

Warranty

Limited 2-year warranty, may vary by state. Visit support.BISSELL.com or call 1-800-237-7691 for complete warranty information.



We're Waggin' Our Tails!

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.

But wait, there's more!

Join us online for a complete guide to your new product, including troubleshooting, product registration, parts, and more.

Go to [support.BISSELL.com](https://support.bissell.com).



REGISTER



INFO



VIDEOS



PARTS



SUPPORT



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